

Job Description

Title: **Telecoms Engineer**

Reporting Line: **Chief Operations Officer**



Candidate:

This position will expose the candidate to many aspects of telecommunications technology; therefore, the candidate must demonstrate an aptitude and enthusiasm for the technologies planned and implemented by EMR. Candidates must be able to demonstrate methodical and logical approach to project management combined with the ability to communicate and present solutions to customers, at all levels.

The candidate should possess excellent customer facing skills, and work well under pressure, demonstrating a professional manner, with an ability to identify and focus on customer needs, during the design and deployment of EMR's solutions.

Overview of Role:

The role of the telecoms engineer is a key position within the organisation by ensuring the technical validity and ongoing support of proposed solution of Telecommunications solutions to EMR's customer base.

The role is mixture of office and field based. EMR's customers are based through Ireland and the candidate will therefore have the flexibility to travel at short notice.

Responsibilities:

Solution Design

- Preparation and evaluation of technical responses to RFP & PRQ proposals
- Complete all desktop analysis using appropriate desktop tools
- Submit and track all ComReg applications.
- Demonstrate/Present product roadmaps/technical solutions succinctly to customers
- Provide the principle point of pre-sales technical assistance to the assigned customer base.
- Provide the technical assistance and support to the management team on new solutions, products, problem resolution etc.
- Ensure that project deliverables are clearly defined, and agreed with the customer at the initiation phase of the project and translated correctly to the Project Office
- Answer technical questions from potential customers and channel partners.
- Maintain and continually update technical understanding of products and provide training to other team members where necessary.
- Convey customer feedback including feature requests and product issues to Senior Management and Channel Partners.

Installation & Commissioning

- Perform technical support duties, including product configuration and troubleshooting of customer issues.
- Installation of EMRs PMR products and solutions to a very high level of quality
- Follow manufactures guidelines for installation and maintenance of equipment supplied by EMR
- Adherence to Method Statements and Risk Assessments
- Wearing of required PPE at all times
- Obtain customer sign off of installations
- Resolution of general maintenance incidents in a timely fashion, either remotely or on site
- Participate in out of hours support
- Build and maintain excellent working relationships with Customers.
- Work as part of a team and also on own initiative

Essential Experience

Technical Skills

- Minimum of 5 years' experience in the deployment and design of voice, data, radio, fiber optics and radio solutions.
- **Solution Design**
 - External customer management experience.
 - Third level degree course in Telecommunications or Electronics.

Interpersonal Skills

- Ability to broker a position between commercial/technical & customer objectives.
- Well developed formal and oral communication and reporting Skills to all levels in an organisation.
- Good "relationship" and people-management skills.
- Highly organised work approach within a multi-tasking environment.
- Ability to find inventive solutions, and to lead/steer discussions to deliver win-win scenarios
- Ability to remain calm and focused under pressure.
- Politically aware/astute.
- Commercially aware.
- Negotiation Skills.
- A proven ability to influence internal and external customers.
- Ability to negotiate a win-win with customers.
- A track record in delivery of projects on time and to budget.