Field Tech Supervisor Job

Employer Name:

SpiderID: 12502861

Location: Fort Lauderdale, Florida

Date Posted: 5/6/2022

Wage: Negotiable

Category: Information Technology

Job Code: 375656

PRIMARY FUNCTION  
  
 The Field Technical Services is responsible for all field services that ensure core businesses run efficiently. Manages and supports all IT field technical activities including hardware, IT equipment, ISP circuits, asset location, and low voltage infrastructure. Ensures uptime, performance, resource availability, and security of managed field technical resources.  
  
ESSENTIAL DUTIES/RESPONSIBILITIES:   
  
1) Manages hardware procurement process including requests, authorization and approvals, and delivery. Manages equipment inventory.  
  
 2) Oversees logistical process for asset deployment, hardware troubleshooting  
  
 3) Manages and acts as a point of contact for third party support for hardware installations/break-fix requests, ISP circuit installs, low voltage work, and other field support for all acquisitions, de novo builds, and existing offices.  
  
 4) Develops wiring diagrams to determine low voltage layout, asset locations, and hardware quantities.  
  
 5) Develops and maintains performance metrics and presents at management meetings.  
  
 6) Develops and manages education and career growth plans for the Field Technician department.  
  
 7) Acts as a technical point of escalation for the Field Technician  
  
 8) Develops and implements closed-ended support processes to ensure accurate service delivery.  
  
 9) Manages provisioning, deployment and control systems  
  
 10) Creates and maintains technical documentation related to Field Technical operations.  
  
 11) Manages all Field Tech initiatives from planning through execution and completion.  
  
QUALIFICATIONS:   
  
EXPERIENCE: Minimum 5 years of experience in supervising and supporting technical teams in a service management environment required.  
  
KNOWLEDGE/SKILLS/ABILITIES  
  
Ability to work independently and in a team environment  
  
Strong written, oral, and interpersonal skills with a demonstrated ability to communicate with internal staff at all levels, up to and including senior management  
  
Ability to multi-task  
  
Ability to communicate clearly and concisely in a professional manner  
  
Able to manage work across multiple projects and deliver on time, making the best possible use of available resources.  
  
Ability to drive teams to consensus.  
  
Ability to learn customer support processes and techniques  
  
Strong analytical skills, ability to solve problems  
  
Able to start, shut down and restart computers, terminals, and printers  
  
Able to read, manage and create technical documentation  
  
Able to use ticket tracking software, remote management software and the telephone to provide technical support  
  
Aptitude for continuous learning and innovative thinking

Start Date: ASAP  
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required:   
  
  
Education Required:   
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: SNI Technology

Company: SNI Technology