

**CAREERSOURCE CENTRAL FLORIDA
JOB DESCRIPTION**

JOB TITLE: Field Service Engineer
DEPARTMENT: IT
REPORTS TO: IT Operations Manager
GRADE:
FLSA STATUS: Non-exempt

GENERAL PURPOSE:

Performs Intermediate-level technical work in the IT department of CareerSource Central Florida. Provides network support to staff in the field office locations. Assists in the maintenance and updating of all network equipment. Position relies on experience and exercises independent judgment to determine the best approach by using and interpreting policies and procedures.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this job title. It is not necessarily descriptive of any one position in the job title. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Essential Function	Percentage of Time
Maintains network equipment; supports technology for all field computer/server maintenance, upgrades, and vendor requirements	30%
Responds to and completes user support requests	30%
Responsible for project deployment including new site setup and relocation	20%
Responsible for delivering both timely and effective repairs as well as adequate customer service support of the end user	20%

SUPERVISION:

Supervision Received - Work is performed independently under limited supervision with moderate latitude in the use of initiative and independent judgment.

Supervision Performed - No supervisory responsibility required.

MINIMUM QUALIFICATIONS:

High school diploma or GED; supplemented by four or more years' experience in network / technical support; or an equivalent combination of education, certification, training, and/or experience. Must have Net+,A+ and/or formal training.

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PREFERRED QUALIFICATIONS:

None.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of TCP/IP networking, IOS Cisco.
- Skill in time management and work organization
- Skill in the use of Microsoft Office products (Word, Outlook, Excel, and Access)
- Ability to troubleshoot and solve complex computer and application-related problems
- Ability to learn new processes and systems quickly and to multitask while remaining customer oriented
- Ability to meet or exceed established performance goals and monitoring standards
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to follow oral and written instructions
- Ability to communicate effectively orally and in writing

PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the regular and, at times, sustained performance of moderately physically demanding work and may require occasional lifting, carrying, pushing and/or pulling of heavy objects or materials (up to 80 pounds). Tasks that require moving objects of significant weight require the assistance of another person and/or use of proper techniques and moving equipment.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

SENSORY REQUIREMENTS:

Some tasks require manual dexterity. Some tasks require visual and hearing acuity. Tasks may involve identifying and distinguishing colors. Tasks require oral communications ability.

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This job description does not constitute an employment agreement between CareerSource Central Florida and the employee and is subject to change by CareerSource Central Florida as the needs of the organization and requirements of the job change.

CareerSource Central Florida is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, CareerSource Central Florida provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this job description and hereby certify that I am able to perform this job, with or without reasonable accommodation.

Job Title

Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date