



Position Profile

Implementation & Support Engineer

Introduction

The Implementation & Support Group (ISG), working from the NWNS office in Dubai (United Arab Emirates), Mumbai (India) and Luanda (Angola) has been tasked with creating and maintaining an environment in which NWNS partners and representing organizations can meet or exceed the NWNS requirements and expectations. This objective can only be achieved by keeping an optimum and long-term relationship with our Field Representatives in the different regions.

NWNS Field Representatives are independent businesses with a proven record of technical and (if required) regulatory expertise. Field Representatives assist in the deployment of an array of telecommunications solutions including VSAT earth stations.

Support & Implementation refers to the work and related issues that occur at the location of the VSAT system.

The Support & Implementation Group's key responsibilities are:

- Selection, contracting and administration of Partners and Field Representatives;
- Quality control of existing Field Representatives;
- Determination of terms and conditions for installation and maintenance and related services;
- Field Representative invoice approval;
- (Field Representative) training;
- Provisioning of technical support if required;
- Intermediary between Field Representative and the different departments within the NWNS organization;
- Selection and purchasing of hard and software;
- VSAT license application support;

"Implementation & Support (I&S) Engineer" Candidate Profile

NWNS is searching for a professional engineer (M/F) with excellent communications skills who can work in an international environment and deliver pre- and post sales service support which includes training, installation, commissioning, either through direct involvement in the field or indirectly over telephone.

The "I&S Engineer" has to be a self starter and has to show initiative and be active instead of reactive. At least 2 years, post graduate, progressively responsible and proven effective, hands-on electrical or electronics engineering experience, preferably in developing countries would be a preferred asset. However eagerness to learn, flexibility, being open minded, dedication and enthusiasm are more important than experience or product knowledge. The candidate engineer will receive intensive in-house training before he can work independently on technical issues or provide training to an international group of technicians. Engineer must be willing to work odd hours including weekends and has to be prepared for occasional international travel.



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Candidate Profile:	
Position:	Implementation & Support Engineer.
Location:	Dubai – United Arab Emirates; Mumbai – India; Luanda - Angola
Nationality:	Not relevant.
Sex:	Not relevant.
Religion:	Not relevant.
Age:	Not relevant.
Education:	Completed middle or higher telecommunications, electronic engineering or comparable
Languages:	Fluent in English - French and a third language is a pre.

Reporting Relationships:	
Reports to:	Manager Global Operations in Mumbai.
Direct Reports:	None.
Key Interfaces:	Field Representatives world-wide. End users / customers. Company Program Managers in Europe, Africa and Asia. Company Network Operations Center (NOC).

Behavior Competencies
<ul style="list-style-type: none"> • Ability to multi-task and ensure completion of tasks in a high-quality and timely manner. • Ability to perform and resolve problems in ambiguity. • Ability to understand operational and compliance procedures and adhere to them. • Ability to work in cross functional teams of people with different professional and cultural backgrounds and nationalities. • Strong, effective communication (oral and written) and presentation skills. • Strong interpersonal skills - Culturally sensitive. • Ability to teach, train and coach people with different nationality and cultural background. • Ability to work in a security constrained environment. • Strong (technical and non-technical) problem analysis and resolution skills. • Willing to travel internationally.



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Technical Skills

Minimum Requirements:

- Good knowledge of IP and computer networks (including LAN and WAN).
- Good knowledge of RF and microwave technology.
- Good knowledge of mechanics.
- Basic knowledge of WiFi and Wimax technology.
- Basic knowledge of routers.
- Preferably hands-on experience in deploying, trouble shooting and maintaining VSAT earth stations.

Preferred Requirements:

- Extensive hands-on experience in designing, deploying, trouble shooting, maintaining and managing of VSAT networks.
- Good knowledge of satellite communications technology and related equipment.
- Experiences in direct dealing with network operators, equipment manufacturers and service providers.
- Value chain knowledge (ground segment, space segment, terrestrial networks, applications etc)



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“Implementation & Support (I&S) Engineer” Job Responsibilities Summary

“I&S Engineer” basic responsibilities will include but are not limited to:

- 1) Field Operations and Field Representative support - As a first point of contact maintaining optimum business relation with new and existing Field Representatives.
 - Support the Network Operations Center (NOC) or NWNS key staff when dealing with field operational or specific customer issues;
 - Balance customer and Field Representative interest with company priorities;
 - Assist in Field Representative dispatches if NOC is not immediately successful or available;
 - Assist in tracking and reporting Field Representative costs, productivity and performance to verify the cost model and to ensure that the Field Representative cost falls within budget;
 - Address individual performance issues with Field Representative;
 - Assist and guide Field Representative in site survey, installation and trouble shooting;
 - Assist in the development and implementation of installation and maintenance procedures;
 - Assist in the design, installation, maintenance and implementation of NWNS global interoffice infrastructure;

- 2) Field support – Coordinate and implement NWNS programs using Field Representatives, taking the lead as project manager or field technician if and when necessary. If needed, perform full VSAT earth station installation or repair, preferable in combination with a “training-on-the-job”
 - Site survey and VSAT installation at Customer’s premises;
 - Maintenance and repair at Customer’s premises;
 - Supervision of Field Representative during installation and service call;
 - Managing and administrating all related documentation;

- 3) Conduct training and maintain documentation – ISG maintains an existing training program to improve overall field operations efficiency. The program is dedicated to new and existing Field Representatives and customers but can also be used internally. Eventually “I&S Engineer” has to become the global trainer of NWNS employees, customers and Field Representatives concerning the installation, maintenance and use of NWNS present and future products, related technology and procedures.
 - Review, maintain and improve existing global training program and “Statements of Work”;
 - Re-introduce and manage “Technical Bulletins” as a vehicle to inform Field Representatives periodically;
 - Conduct training seminars for Field Representatives and NWNS employees in Europe, Africa and Asia;