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| **Position Description** |
| **Job Title:** | Field Telecommunications Engineer |
| **Reports To:** | Regional Infrastructure Manager |
| **Interacts With:** | **Internal:*** Regional infrastructure Ops Mgr
* Global Infrastructure Manager
* COE Peers
* Local IS service delivery teams
 | **External:*** Third Party providers of software, hardware and services.
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| **Supervises:** | Infrastructure Analyst Field Communications |
| **Matrix Manages:** | Global Telecommunications Specialist |
| **Job Purpose and Essential Functions:** | Under general direction, the Telecommunications Specialist designs, constructs, installs and maintains data telecommunications systems and equipment such as telephone, VSAT, data cable, wiring and peripheral equipment. This person monitors data communications network expansion; and performs related tasks as required..* Plans network installations by studying technical specifications; preparing an installation schematic.
* Establishes voice and data networks by programming features; establishing interfaces and integrations; following industry standards; activating remote access tools.
* Verifies service by testing and re-programming circuits, equipment, and remote WAN solutions; identifying and resolving problems; conferring with engineers and manufactures for permanent resolution.
* Documents new network by recording configuration diagrams and programming. Creating and maintaining existing documentation for existing sites.
* Maintains network by troubleshooting and repairing outages; testing network back-up procedures; updating documentation.
* Maintains safe work environment by following standards and policies.
* Enhances department and organization by carrying out R&D of new technologies; accepting ownership for accomplishing new and different requests; exploring opportunities to that add value within the Customer Infrastructure Environment.
* Provide training on telecommunication systems to field support staff.
* Act in the capacity of technical expert for Customer in the area of telecommunications.
* Assisting in the creation of infrastructure related business case submissions
* Assist in identifying key communication providers
* Responsible for feeding into the Continual Improvement solutions that will enhance the performance and operation of the Customer Infrastructure Environments
* Perform technical audit when required of all telecommunications systems installations across Global areas.
* Mentor local national IS staff in support and delivery of field communications packages both onshore and offshore exploration and production environments.
* Deliver robust systems which “fit” Customer local business units across the globe and are aligned with the Customer Infrastructure Roadmap.
* Help Customer deliver infrastructure systems across all African sites, be prepared to firefight and get involved in any aspect of the job to get a resolution to a telecommunication requirement.
* Complete global and localized change requests and assess potential impacts prior to doing any change.
* To understand local business processes and to seek ways of making process improvements and developing process automation.
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| **Responsibilities / Key Objectives:** | * Telecommunication Field Engineer
* Act in the capacity of a Telecommunication Field engineer
* Mentor local Infrastructure Analysts
* Feed into Continual Improvement Initiatives
* Support all Telecommunications services across Africa
* Remote field communications Support
* Be part of the TA taskforce offering 24 x 7 support by acting as the on-call Incident Engineer
* Skill in applying wire and coaxial cable termination standards (codes, power handling capabilities and loss characteristics of different types of coaxial cable).
* Skill in using electronic test equipment and documentation to diagnose telecommunications equipment problems and effect repairs, or to ensure proper performance of telecommunications equipment.
* Ability to be flexible in responding to changes in schedules and job priorities.
* Skill in working with others to accomplish tasks when required.
* Skill in gathering technical information for trouble calls from non-technical personnel.
* Skill in installing or removing telecommunications and associated support equipment at extremely remote locations across Africa.
* Skill in working independently with minimal supervision when required.
* Ability to apply caution when working on site.
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| **Financial Responsibility:** | * All financial decisions need to be pre-authorised by your manager,
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| **Person Specification** |
| **General Experience:** | * Excellent general knowledge and experience of all aspects of IT infrastructure, communication systems within Oil and Gas industry specifically within E&P environments.
* Demonstrate Field Engineering experience in one of the core infrastructure services.
* Experience or a clear understanding of the application of ITIL (or equivalent) as a methodology.
* Experience of producing and critiquing technical documentation is essential.
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| **Specific Experience:** | * Ability to support VSAT architecture from ground up
* Proven abilities in Project delivery
* Oil and Gas industry experience within production environment essential
* Must have a good understanding of networks (LAN and WAN), switches, security protocols and firewalls
* Experience delivered VOIP solutions over satellite communications
* Ability and interest in understanding Customer’s various business areas and make suggestions for business process improvements and automation.
* Must have strong knowledge of WAN technologies and practices.
* Assisting in the support and coordinating of assigned telecommunications activities
* Manage the installation and maintenance of the organisations telecommunications systems
* Maintains network by troubleshooting and repairing outages; testing network back-up procedures; updating documentation
* Develop and maintain network documentation and schematics
* The ability to communicate effectively to all levels and to all abilities.
* Excellent communication skills and presentation abilities
* Excellent report writing and interpersonal skills
* Technology and innovation research and development experience to ensure latest technological solutions are implemented
* Performing other duties as assigned
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| **Education:** | * IT related Bachelor’s degree or relevant hands on experience
* ITIL foundation certificate preferential
* Prince 2 or an alternative Project Management Methodology certification or proven large scale project delivery
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| **Business Behaviours** | * Professional, open, honest and a clear communicator.
* Strong interpersonal and oral communication/presentation skills.
* Works to negotiate win/win scenarios even in difficult situations.
* Capable of taking on general accountability of specific Infrastructure Services.
* Commitment to providing excellent service to the business
* Proactive and responsible individual looking ahead to possible events that might impair service quality
* Excellent planning and resource scheduling techniques.
* Taking ownership of a problem through to resolution
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| **EHS Responsibilities:** | * Responsible for preserving the environment, and for working in a manner that ensures the safety and health of all by following established statutory and corporate EHS policies, procedures and guidelines.
* Participate in appropriate EHS awareness and training programs that are provided or arranged to ensure that tasks are performed competently, safely and with due regard for the environment.
* Promptly report any unsafe act or condition, environmental or health hazard, injury, illness or near miss witnessed to immediate supervisor or site in charge.
* Be familiar with the workplace emergency sirens and participate in all emergency response drills and muster exercises.
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