

Field Engineer

Overview:

The WiTS Field Services Engineer is a fantastic, unique opportunity for any hard-working engineer with a strong work ethic and a desire to grow professionally in their ability to master WLAN technology by learning about WiFi from the very best in the industry! This highly energetic role involves travel within the US to our customer sites to perform data collection and site surveys utilizing the top WLAN tools in the industry. Once the engineer has validated their skillset in the field utilizing the WLAN tools the “WiTS way”, their job role will morph in to WiFi Installation and WLAN Design projects.

Responsibilities:

- Perform wireless design site surveys, validation site surveys, & site evaluations at customer sites.
- Ability to create well-planned, detailed customer wireless site survey reports & present them to customers on report review calls.
- Collaborative team work with senior wireless engineers on RF design surveys.
- Proficiency with measuring & diagnostic tools to test & adjust equipment.
- Ability to optimize existing network by adjusting radio network parameters, adding/deleting of neighbors, & recommendations of possible solutions to hardware problems.
- Proficiency with protocol analysis software & hardware, predictive site survey software & RF engineering tools.
- Competency to use propagation & antenna theory to choose antenna placement
- Ability to recommend site upgrade such as down tilting & re-orientation of antenna.
- Ability to draw & edit graphic images, convert images from one format to another or convert hard copy images.
- Assistance with cross-training other engineers in various wireless LAN methodologies.
- Team Player culture- willingness to assist other engineers & technical support department tasks with a cross disciplined approach. Eagerness to “jump in & help”.
- Willingness to take initiative on tasks & follow through completion of tasks.
- Capability to clearly communicate with professionalism to our customers in an effort to develop strong business relationships with them. (The majority of WiTS customers are repeat customers, customers for life)
- Desire to work in a highly collaborative environment with WiTS customers to ensure satisfaction- Always strives for improvement in overall quality of service/product delivered.
- Ability to demonstrate strong time management skills & capability to successfully multi-task.
- Ability to demonstrate very sharp communication & listening skills.
- Positive attitude & team spirit oriented.
- Strong work ethic & commitment to integrity.

Preferred Experience:

- A basic understanding of 802.11 based wireless network RF design
- Understanding of WLAN industry terms, concepts, acronyms, abbreviations, & definitions
- Understanding of wired networking terms & concepts
- Wireless 802.11 technologies
- Basic 802.11 Spectrum Analyzer
- Mobile Site Survey Application
- Mobile Wi-Fi Protocol Analyzer
- WLAN RF Heatmap experience
- Experience with all site survey methodologies
- Competence using discovery software
- Computer skills, including, but not limited to Microsoft Excel, Word, Outlook