

## Field Engineer – Sacramento, CA

We are a single source provider and integrator of diversified information technology products and services to the air transportation and seaport industry, offering a full complement of operations, passenger processing and business management systems. From the ramp to revenue management, we have more than 20 years experience providing our customers with a comprehensive portfolio of integrated technology solutions and services including system integration, software, hardware, network, installation, and 24x7 service, support and help desk.

We are currently seeking a self-motivated and experienced **Field Engineer** to join our **Sacramento, CA** location.

### **Job Description:**

Candidate will be responsible for ensuring the successful continued operation of all installed computer hardware and software, including PC's, servers, high profile displays, networking, databases, company specific applications, and operating systems in a highly visible environment on a variety of systems.

### **Responsibilities include, but are not limited to:**

- Provide local support to all local installed hardware and software and ensure all service level agreements are met and issues are escalated as necessary
- Monitor installed systems to ensure systems are functioning in accordance with all service level agreements
- Follow airport security procedures
- Perform back-up, recovery and systems monitoring
- Coordinate with engineering and other onsite technicians to ensure new software releases, software upgrades, and hardware upgrades are successfully implemented
- Document all new, changing, and existing hardware, procedures, and software
- Troubleshoot software and hardware to maintain system performance
- Report and continuously improve the overall support operation and process through effective logging, notification, escalation, and tracking to resolve all problems, relating to all systems
- Assist customers, resolve problems with computer hardware and software (back-up for help desk)
- Coordinate and schedule work with other technicians, local airlines, and local IT staff as appropriate
- Perform preventive maintenance as required for all equipments

### **Requirements & Qualifications:**

- Associates Degree (AA) or equivalent from a two-year college or technical school, or 6 months to 1 year related experience and/or training, or equivalent combination of education and experience.
- Desired manufacture certifications: Dell, Microsoft, Cisco
- Must be able to diagnose and solve complex technical problems in a multi-tier computer system.
- Must have excellent communication skills.
- Must have excellent organizational skills and pay great attention to details.
- Must have the ability to lift 60lbs and climb a ladder.
- Must have valid drivers license and possess a vehicle for service calls.
- Must be able to pass airport security screening and maintain an airport badge.
- Must be able to work four 10-hour days on 2<sup>nd</sup> shift (2:30 pm to 12:30 am)

### **Benefits:**

- Excellent benefits package.

**EOE**