



JOB DESCRIPTION

Diversicom is a clean, safe, friendly environment and company whose mission is "Delivering Innovative Technical Solutions with a Servants Heart".

POSITION: **FIELD SYSTEMS ENGINEER I (PART-TIME/DAYS)**

HOURS: Not to Exceed 30 hours per week (Hours TBD M-F)

PAY RATE: This is a part-time position starting at \$12.00 per hour.

LOCATION: 1410 North 21st Street, Tampa FL 33605

PRIMARY DUTIES: The duties of the **FIELD SYSTEMS ENGINEER I** are technical in nature including:

- ✓ Preps equipment for deployment, based on analysis of business specific environments.
- ✓ Configures and installs computers, servers, routers, VoIP devices, network devices, and other information technologies at Diversicom clients.
- ✓ Performs computer network installations and LAN/WAN diagnostics.
- ✓ Communicates with ISP' and Vendors to perform troubleshooting, as needed.
- ✓ Answers help desk service requests from clients when not in the field, performs remote systems management, and remote systems repair and maintenance when possible.
- ✓ Travels to client sites in order to perform repairs, troubleshoot technical issues, and retrieve or deploy equipment.
- ✓ Assists other members of the technical support team as needed and performs other duties as assigned.

SKILLS:

- ✓ Good customer service, communication skills, and ability to maintain a calm and friendly attitude.
- ✓ Ability to work well and adapt in a team oriented and focused environment.
- ✓ Able to closely follow instructions and policy or procedural changes.
- ✓ Proficient in all Microsoft desktop and server operating systems, office applications, and able to quickly learn new information technologies.
- ✓ Experience in computer networking, working with hardware firewalls and switches, such as Netgear, Cisco, Linksys, and configuring wireless, is extremely beneficial.
- ✓ Able to travel safely to and from clients.
- ✓ Fluent in English language

TRAINING: Diversicom has a hands-on lab environment and structured training program.

REQUIREMENTS: US Citizenship or Green Card documentation. Driver's license and proof of auto insurance. Must provide own reliable transportation to and from Diversicom.

Inquiries/Resumes should be directed to Diversicom Corporation:

Diversicom Corporation
ATTN: HR
1410 North 21st Street
Tampa, FL 33605-5313
E-mail: dcomresumes@diversicomcorp.com