

Key Responsibilities: **Field Technician**

Installation & Configuration

- Install and configure cabling systems such as fiber optics, coaxial cables, and structured network cabling.
- Perform installations for new connections, relocations, and upgrades.

Ticket Management & Documentation

- Address assigned tickets on the same day, providing updates on progress and challenges.
- Accurately record completed tasks and document reasons for late/ rescheduled and any incomplete tasks.
- Travel to various locations as directed by the supervisor to complete assigned tasks.
- Accurately document all used inventory items in ticket comments, including equipment and accessories utilized.

Quality Assurance

- Maintain high-quality standards in all installations, relocations, and fault resolutions.
- Ensure proper labeling of cables for future maintenance and secure closure of distribution boxes to prevent faults.
- Collect and document accurate customer information for effective service.

Customer Engagement & Service

- Provide professional customer service, maintaining a customer-focused approach and upholding the company's image.
- Explain service details, troubleshoot, and offer technical guidance on equipment usage and maintenance.
- Minimize disruption to customers while performing tasks.

Fault Diagnosis & Repairs

- Diagnose and repair faults in cabling, network equipment, and hardware components.
- Log faulty hardware and liaise with the inventory team for replacements.

Tools, Equipment & Safety

- Manage tools and equipment required for installations and repairs.
- Ensure compliance with safety protocols and company standards during all site work.
- Conduct routine equipment checks to maintain operational readiness.

Emergency Support & Availability

- Be available to work extended hours and provide prompt responses to any emergencies or urgent tasks.

Qualifications:

Excellent customer service and communication skills.

Ability to manage tasks independently and efficiently.

Flexibility to work long hours and respond to urgent requests.

Familiarity with safety standards and company protocols.

Must be physically fit

Must be able to work long hours

Must have a motorcycle & driving license

Minimum GCE O'Level (A'Level or diploma in IT preferred)

Additional Information:

This role requires a proactive, detail-oriented individual who can manage technical tasks, customer relationships, and inventory efficiently while upholding high-quality service standards.