

Job Description



Role Title: Field Operations Technician – Smart Metering

Purpose of role:

The Field Operations Technician will be jointly responsible for the in-field installation, management, monitoring and maintenance of radio network assets which provide communications to smart water meters. The role will focus on the installation of network assets, proactive and preventative maintenance of network assets, monitoring of network assets using software platforms and tools, raising support tickets and maintenance requests to subcontractors for specialist maintenance and interfacing with the Smart Operations Centre to ensure consistent network performance and achievement of KPIs.

Reports to: Technical Manager – Smart Metering

Location: Hybrid – Field-based across southeast England with some need to travel around the UK and some office/home working.

Responsibilities:

- Assisting with the installation of new network sites, firmware updates to network hardware and proactive maintenance of network assets.
- Monitoring of ongoing performance metrics for connectivity performance for smart water meters connected to the network.
- Management, escalation and resolution of support requests from internal and external stakeholders
- Issuing, monitoring and management of maintenance requests for network assets
- Liaising with the Central Radio Performance team to ensure that all firmware is updated and network assets perform consistently.
- Undertake visual assessments of smart metering assets from time-to-time to troubleshoot and avoid drops in performance
- Act as the specialist support for network equipment issues when interfacing with third parties or subcontractors
- Assist with the site acquisition and build process for new network sites

- Take responsibility for commissioning of new network sites and capturing key site information
- Registering new network assets on the gateway management portal
- Ensure that Health and Safety procedures are adhered to and the wider Suez Group policies and practices are followed.

General

- At all times work in a way that demonstrates Suez's business methods ;
- Listen and relay market intelligence;
- Maintain high standards in terms of personal appearance conduct and respect of Company property.

Qualifications required to do this role:

- Appropriate Qualification in Electrical Engineering or Radio Engineering

Experience desirable for this role:

- An understanding of Fixed Radio Networks
- Experience in mechanical/electrical engineering, preferably in the telecommunications, data centre, or power distribution sectors.
- A background in firmware/software development especially relating to sensors and monitoring systems would be a real advantage.

Skills required to do this role:

- You must be an excellent communicator, able to work at a wide range of levels with sometimes complex technical subject matter – able to distil what is important and to articulate it in a way that is accessible to all.
- You will need to be flexible and adaptable, comfortable learning new things and take a hands on approach.

Personal attributes:

Confident
Proactive
Persistent
Resourceful
Professional
Reliable
Flexible
Available to travel as necessary

This role profile is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business.