

**Job Title:** Field Engineer  
**Status:** Full Time  
**Department:** Installation and Training  
**Shift:** days  
**Supervisor Title:** Installation and Training Manager  
**Location:** Las Vegas  
**Titles of Jobs Directly Supervised:** N/A

**Purpose:**

The Field Engineer is a both technical and customer service position focused mainly on performing onsite installations of the company product suite. Heavy client interaction is involved and our Field Engineers must be able to work in high pressure environments while still performing at peak levels. Field Engineers must be possessed of a wide range of technical skills, as well as the ability to develop good working relationships with our customers.

**Responsibilities:**

**Primary**

- Onsite and remote software installations and support of a complex product suite in gaming environments.
- Quickly develop and maintain product knowledge necessary to complete installations and support of the company product line.
- Ability to actively participate in team support by proposing and implementing solutions.
- Assist with the management of hot issues by setting customer expectations, and working with the Team Leads and other levels of Management to devise and implement action plans, as well as professionally communicating to all parties involved.
- Work closely, associatively, and timely with Team Leads and other levels of management to ensure awareness of Customer concerns, issues, and priorities.

**Secondary**

- Excellence in written case documentation is expected.
- Proven track record in teamwork, communication and reporting skills.
- Assist with development and deployment of methodologies for testing post implementation performance and providing performance statistics and reports.
- Practice customer asset management, including maintenance of customer configuration inventory and related documentation.
- Provides technical support including product technical training onsite, as well as via telephone, and electronic media.
- Occasionally work with the Development and QA teams to maintain & improve multiple product and multiple project development environments.
- Work with Project Managers to ensure customer installation environments meet project needs.

**Position Requirements**

**Formal Education & Certification**

- 4 year technical degree or equivalent work experience, plus 3-5 years experience in technical support or IT in an Enterprise environment.
- MCSE Certification required or must successfully complete the certification process within first 6 months of employment at company expense.

### **Knowledge & Experience**

- Hands on creation and deployment of virtual machines in a VMware, VirtualPC, Microsoft Virtual Server, etc... environment is a strong plus.
- Experience with the installation of device drivers and kernel services.
- Deployment of SQL Server databases as well as configuration of Microsoft Windows Server 2003, SQL 2000 and 2005, and IIS are a must.
- Experience with other Server Platforms (PerformancePoint 2007, ProClarity, SharePoint, etc...) is a strong plus.
- Must possess basic SQL command knowledge (SELECT, UPDATE, INSERT, etc... statements) as well as having the willingness and ability to learn further.
- Must possess knowledge of network fundamentals and protocols (such as TCP/IP, DHCP, and DNS), as well as Active Directory, Group Policy, and Profile Management.
- Experience with server performance tuning and monitoring tools.
- Experience with the deployment of complex "in-house" developed software applications.
- Familiarity with gaming industry software, systems and operational procedures.

### **Personal Attributes**

- Ability to facilitate relationships between customer business groups and technology departments.
- Demonstrate aptitude for providing exceptional customer service in politically charged environments
- Ability to enhance the technical expertise of peers via the development of product training, mentoring of new hires, and team content development
- Experience at working both independently and in a team-oriented, collaborative environment as part of a nationwide team of engineers is essential.
- Can conform to shifting priorities, demands, and timelines through analytical and problem-solving capabilities.
- Good interpersonal, written, and oral communication skills.
- Adept at conducting research into project-related issues and products.
- Must be able to learn, understand, and apply new technologies at a rapid rate.

### **Work Conditions**

- Overtime may be required to meet deadlines.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other devices and objects.
- Travel for the purpose of application installation, configuration, maintenance, and break-fix.