

Field Technician – Networking and Storage

The individual at work is responsible for attending to customer complaints, installing newly purchased products, troubleshooting system problems and, configuring hardware equipment such as servers, storage and other related networking devices. The job requires the individual to have: ability to build interpersonal relationships, customer centric approach and critical thinking. The individual must be willing to travel to client premises in order to attend to calls at different locations.



Applicable National Occupational Standards (NOS)

1. Engage with customer
2. Install, configure and setup the networking and storage system
3. Troubleshoot and fix equipment
4. Coordinate with colleagues and co-workers

Understand customer's requirements prior to and on visit
 Suggest possible solutions
 Complete the documentation
 Achieve productivity and quality as per company's norms

1. Engage with customer

This OS unit is about interacting with and understanding the customers' requirements

This unit/ task covers the following:

Interact with the customer prior to visit

2. Install, configure and setup the networking and storage system

This OS unit is about installing the system, configuring and setting it up to make it ready to work on.



This unit/ task cover the following:

- Understand the installation requirement and install the hardware
- Configure and setup the network, servers and storage system
- Check system functionality
- Set up the software
- Complete the installation task and report
- Interact with customer
- Interact with superior
- Achieve productivity and quality as per company's norms

3. Troubleshoot and fix equipment

This OS unit is about diagnosing the problem and troubleshooting problems in the networking and storage system.

This unit/ task cover the following:

- Receive and understand the customer complaint registered at customer care
- Identify system problems on field visit
- Replace faulty module after diagnosis
- Coordinate with Remote Technical Helpdesk for assistance
- Interact with customer
- Report to Superior

4. Coordinate with colleagues and co-workers

This OS unit is about communicating with colleagues and seniors in order to achieve smooth work flow.

This unit/ task cover the following:

- Interact with supervisor or superior
- Coordinate with colleagues
- A. Organizational Context
- B. Technical Knowledge

SKILLS

- Core Skills/Generic Skills
- Reading and writing
- Teamwork and multitasking

Professional Skills

- Interpersonal skills
- Communication skills
- Behavioural skills
- Decision making skills
- Hardware and Software operation skills
- Computer system and peripheral hardware related skills
- Using tools and machines
- Reflective thinking
- Critical thinking

The following acronyms/codes have been used in the nomenclature above:

Sub Sector	Range of Occupation numbers
Passive Components	01 - 10
Semiconductors	11 - 20
PCB Manufacturing	21 - 30
Consumer Electronics	31 - 40
IT Hardware	41 - 50
PCB Assembly	51 - 55
Solar Electronics	56 - 60
Strategic Electronics	61 - 65
Automotive Electronics	66 - 70
Industrial Electronics	71 - 75
Medical Electronics	76 - 80
Communication Electronics	81 - 85

Tools and Equipments

1. Computer, Laptop, networking devices
2. Soldering iron, multimeter, POST cards
3. Servers