



JOB DESCRIPTION

JOB TITLE: Systems Engineer
REPORTS TO: Chief Operating Officer
LOCATION: Ngauranga, Wellington, New Zealand
REMUNERATION: Commensurate with experience in equivalent roles

COMPANY OVERVIEW:

4RF is a New Zealand company designing, manufacturing and supplying high quality wireless radio products deployed in over 130 countries. 4RF's products are used by utilities, oil and gas companies, public safety organisations, transport operators, broadcasters, enterprises as well as fixed and wireless telecoms operators. We have blue chip customers in all of these vertical markets, examples of which include the United Nations, EDF, Chevron and America Móvil.

4RF is a dynamic company with a flat structure devoid of the politics of larger organisations. As one of the country's leading technology exporters 4RF enjoys significant support from New Zealand Government organisations. We win business based on our superior products, customer service and organisational agility. 4RF is backed by leading growth investor Fortissimo Capital (www.ffcapital.com).

JOB SUMMARY:

The Wellington (HQ) based Systems Engineer is responsible for providing direct support to the regional Systems Engineers and Sales Directors as well as the delivery of pre and post sales services to 4RF's customers worldwide in a manner that best portrays 4RF's wireless based products and services.

The successful candidate will have considerable experience and proven capabilities in IP and RF networking for narrowband point to multipoint SCADA radio systems and the associated telemetry and automation networks.

The role includes pre sales activity such as the provision of RF planning, system and network engineering, preparation of technical proposals during RFI, tender and bid processes and detailed engineering support to the regional team. Post sales activities include technical support and issue resolution, installation and commissioning of 4RF products and training of 4RF customers.

ORGANISATION STRUCTURE:

Reports to: Chief Operating Officer
Direct Reports: Nil
Key Relationships: Regionally based Sales Directors and System Engineers, R&D Project Managers, R&D, VP Sales, 4RF customers

KEY RESPONSIBILITIES:

Key Responsibilities	Key accountabilities/expectations
Network Planning	<ul style="list-style-type: none">• System and Network Engineering including the production of network plans and selection and combining of OEM and 3rd Party products for the efficient delivery of complete and working solutions• Analysing and determining optimum IP, Serial and RF network configurations and settings for the efficient transport of SCADA and telemetry data services over narrowband point to multipoint radio networks• RF Planning and path profiling (link design) for 4RF's point to point and point to multipoint products• Any other engineering tasks as requested by 4RF from time to time
Pre Sales / Trial Support	<ul style="list-style-type: none">• Providing technical support to regional team and customers• Investigate and resolve any performance or design issues during trial and demonstration phases• Deliver product demonstrations, proof of concepts (POCs) and technical sales presentations to customers• Produce documentation and technical input for commercial responses (Quotes/RFI/RFP/RFQ's)• Competitive Analysis for specific RFP / tender responses
Customer Support	<ul style="list-style-type: none">• Answering customer questions, and helping customers to get the most out of 4RF products they deploy (or plan to deploy)• Assign support cases to relevant people in HQ and worldwide to ensure cases are closed professionally and quickly• Manage open cases on a daily base until closed• Manage FAT processes in the office in NZ• Provision of installation and commissioning support, technical support and training both locally and internationally to 4RF customers, channel partners and sales staff in the world
Hours and Travel	<ul style="list-style-type: none">• Typically 8:00am to 4:30pm Monday to Friday with 30 minutes for lunch• Work outside of typical hours is required to support 4RF's global teams and customers• Travelling from time to time both locally and internationally to support pre sales trials, provide product demonstrations, provide installation and commissioning support and deliver training services to 4RF customers, channel partners and sales staff globally

QUALIFICATIONS/EXPERIENCE:

Essential:

- Five years experience with network and RF planning for point-to-multipoint and point-to-point systems (experience with Pathloss planning tool an advantage)
- Five years experience with IP networking including the transport of IP over narrow band networks
- SCADA / telemetry and Microwave radio field experience
- In depth technical knowledge in industrial wireless communications products, SCADA applications, microwave radio and telemetry communications
- Direct experience in vertical market sectors relevant to 4RF: oil & gas, utilities, public safety, government, security and transport
- Good knowledge and experience with Ethernet, IP and IP Networks (CCNA preferred)
- Experience with the production of technical documentation such as bids and tender responses with a clear understanding of both commercial and technical aspects and content
- Must have the ability to communicate clearly and appropriately in English - both verbally and in writing (any additional languages an advantage)
- Ability to represent 4RF professionally in respect of service activities worldwide, with the flexibility to travel at short notice
- Ability to work unconventional working hours
- Qualification: BE in Electrical Engineering or equivalent tertiary qualification in RF or similar telecommunications sector technology, formal training in IP networking preferably over narrow band networks an advantage (CCNA preferred)
- Problem solving skills
- Proven relationship management skills
- Able to travel periodically to 4RF's customers throughout our sales regions

Highly Desirable:

- Knowledge and understanding of telecoms requirements for oil and gas operators, and utilities as they affect their core SCADA and telemetry requirements and awareness of emerging technology issues in the sector
- Three years experience with SCADA systems in general, as well as good understanding on protocols such as MODBUS, DNP3, IEC 60870-5-101 and IEC 60870-5-104
- Knowledge of additional languages

Personal attributes:

- Natural ability to relate to customers and prospects and present as 100% Customer-focused
- Ability to work with different people across a team effectively
- Excellent communication and presentation skills with colleagues and customers
- Ability to handle complex or difficult situations as appropriate
- Proven innovative problem solving skills with a strong technical aptitude to support troubleshooting and the researching of solutions
- Well organized and structured
- Time management skills
- Team player but equally comfortable working independently when required
- Assertiveness to achieve the support and cooperation of a number of customers, who will often have conflicting priorities
- Remarkable references