

Engineer Level III

The role of an Engineer Level 3 is to handle the tactical daily functions required to deliver services to the customers as assigned. The EL3 is also required to carry out the mission of BCI in the delivery of products and services companywide as assigned. This position reports to the market engineering manager and will have direct day to day responsibility for supporting customers.

Specific Job Duties

- Methodology – The EL3 will follow the BCI standards for customer delivery to include:
 - time management including response time
 - meeting and exceeding customer expectations
 - daily timekeeping to report progress and completion
 - Continuing professional development.
- Technical Skills
 - Expert at equipment hardware replacement and repair
 - Expert at all supported Microsoft desktop operating systems
 - Expert at the physical installation of networking hardware and advanced configuration
 - Expert at adding or replacing devices to customers networks
 - Expert at all supported Microsoft server operating systems administration
 - Expert at network design and implementation including white boarding
 - Expert at performing mission critical repairs or changes to enterprise systems
 - Expert knowledge of network cabling systems and functionality
 - Expert at presenting technical solutions as a consultant to the customers
 - Professional or Expert level certification in two or more industry partners
 - Broad based knowledge of industry standard software products in the support of the customer environment
- Professional Development – The EL3 will be considered a technical resource and will be required to pursue and maintain industry certifications according to a predetermined plan.
- Utilization – The EL3 will be required to perform 70% of billable utilization in assigned tasks.
- Customer Service – The EL3 is responsible to deliver exceptional customer service

- Resource scheduling – The EL3 will take assignments from the technical support desk and project management.
- Pre-Sales responsibilities – The EL3 will be required from time to time to engage in presales activities in the lifecycle of a project.



- Mentoring – The EL3 will be required to provide technical guidance in a team environment to promote the skills of junior staff. This may include the assignment of junior staff to meet regularly on specific technologies.
- Other duties as assigned – The EL3 will be required to perform functions as assigned that may or may not be considered project management.

Measurements

- Engineer Utilization – Automatically reported every Monday based on daily time entry
- Professional Development – reviewed quarterly on personal development by the engineering manager
- Customer Satisfaction – reviewed monthly by the engineering manager based on customer service surveys.