

**Job ID:** DP100410A  
**Job Title:** Customer Support & Field Engineer  
**Degree Requirements:** Bachelor's Degree in a Technical Discipline  
**Years of Experience:** 3 - 5  
**Type of Position:** Direct Hire  
**Location:** Atlanta, GA Based  
**Salary Range:** Depends on Expertise  
**Travel Required:** 25% +

**IMMEDIATE NEED** in the Atlanta, GA area for Customer Support & Field Engineers for a leading developer of 3G femtocells in the wireless technology sector and who have a Bachelor's degree in a Technical Field { Electrical Engineering, Computer Science, Electronics Engineering, etc. } or who have relevant work experience above the 3 – 5 years required with a degree.

Our client has developed an innovative low cost Universal Mobile Telecommunications System ( UMTS ) Access Point for home and small office use. To strengthen their world class field support team they are looking for an experienced UMTS Terrestrial Radio Access Network ( UTRAN ) Engineer to provide a customer support interface, carry out lab integration, interoperability testing ( IOT ) and customer trials.

The **MUST HAVE** items are:

- Strong Universal Mobile Telecommunications System ( UMTS ) Test experience
- Minimum BS or equivalent in a relevant technical discipline
- Expertise and knowledge of Universal Mobile Telecommunications System ( UMTS ) Terrestrial Radio Access Network ( UTRAN ) and 3G network features
- In depth knowledge and experience of Universal Mobile Telecommunications System ( UMTS ) test environments
- Experience in a customer support role
- High degree of motivation and resourcefulness
- Be a self starter who wants to & is able to take ownership & deliver
- Be adaptable & have the ability to achieve results in an unfamiliar environment
- Have a good customer facing demeanor & be able to build sound inter-personal relationships internally & externally
- Strong communication skills being articulate with internal & external customers in all types of communications—whether in-person, via email, text message, or on the telephone
- The ability to communicate at technical and managerial level with internal & external customers
- Be able to operate effectively in a fast moving, multi-disciplinary team
- Have detailed knowledge of Universal Mobile Telecommunications System ( UMTS ) Air Interface, power control, mobility and Design by Contract ( DBC )
- Experience & knowledge of Core Network & end-to-end systems testing & deployment
- Good working knowledge of Universal Mobile Telecommunications System ( UMTS ) handset capabilities
- Experience in the use of Operating and Administration Management ( OAM ) services and tools
- Strong Debug skills
- Proven track record working in Customer & Development Partners test environments & labs

**PLUSSES** in this position are:

- Knowledge of Ethernet connectivity, IP Multimedia Subsystem ( IMS ) capabilities
- Knowledge of Session Initiation Protocol ( SIP protocol )

The **RESPONSIBILITIES** include but are not limited to:

- Working with High-Speed Downlink Packet Access ( HSDPA ) and packet-switched services, circuit-switched voice and video services

- Manage delivery of new software releases including acceptance test procedures and release documentation to partners & customers
- Channel field related issues into internal issue tickets
- Manage customer questions, support requests & customer issues lists
- Communicate & manage resolution forecasts with company developers & field activities
- Communicate process improvements & pre-trial preparations to customers & internal teams
- Manage scheduling of field engineering resource supplied to partners & forecast any resource shortages

**KEY WORDS:** 3G, 4G, femtocell, network, Universal Mobile Telecommunications System, UMTS, Access Point, Terrestrial Radio Access Network, UTRAN, interoperability testing, IOT, testing, Electrical Engineer, Electronics Engineer, Computer Science, Computer Engineer, telecom, Customer Support, ownership, deliver, Air Interface, Design by Contract, DBC, core network, end to end systems, end-to-end systems, handset, Operating and Administration Management, OAM services and tools, debug, test environment, lab environment, Ethernet connectivity, IP Multimedia Subsystem, IMS capabilities, IMS, Session Initiation Protocol, SIP protocol, SIP, Field Engineer, High-Speed Downlink Packet Access, HSDPA, packet-switched services, circuit-switched voice, circuit switched voice, video services, software releases, acceptance test procedures, release documentation, process improvements, pre-trial preparations

If you meet these requirements and wish to be considered for this position, send your résumé to us using Word 97 -2003 at [Resumes@PinnaclePlacementGroup.com](mailto:Resumes@PinnaclePlacementGroup.com) mentioning the **Job ID** and the **Job Title** in the subject line of your email. **In your email please provide us a short narrative detailing your experience and expertise as it applies to this position.**