

POSITION DESCRIPTION

TITLE: Field Service Representative - Communications

REPORTS TO: Flight Line Supervisor

WORK EXPERIENCE: Five (5) years of hands on communications equipment experience. Fiber routing and termination qualified/certified; single-mode and multi-mode (TFOCA). SIPR/NIPR networking experience (MiRC) chat familiarization. Desktop and Laptop configuration troubleshooting experience. Detailed understanding of interrelationships of networks and circuits.

EDUCATION/TRAINING: Associates of Applied Science degree.

FSLA Status: Exempt

REQUIREMENTS:

Skills and Characteristics:

- Exceptional attention to detail.
- Strong problem solving skills.
- Compliant with policy, procedures and work instructions.
- Good verbal and written communication skills.
- Team player.

Working Conditions/Physical Requirements:

- Will deploy in support of worldwide mobility tasking as directed by higher headquarters.
- Must meet all fitness for duty, suitability for deployment criteria

RESPONSIBILITIES:

The Field Service Representative – Communications will install, inspect, trouble shoot, operate and deploy communication equipment to include Predator Primary Satellite Link terminals (PPSL) launch and Recovery Ground Control Stations (LRGCS), Ground control Stations (GCS), Ground Data Terminals (GDT), standard 6 radio frequency, line-of-sight, wideband, ground based satellite, peripheral computer/communications and cryptographic equipment in support of the MQ-9 Remotely Piloted Aircraft (RPA) weapons systems. Other duties will include but are not limited to:

- Perform organizational level scheduled and unscheduled maintenance, ensures complete and accurate documentation of AFTO 781 Series forms and Integrated Maintenance Data Systems (IMDS) in accordance with US Air force directives.
- Identify and communicate maintenance and support requirements to the flight line expediter or production supervisor.

- Schedule satellite communications airtime.
- Coordinate link activations with Department of Defense (DOD) and civilian agencies.
- Assembles, connects, secures and interconnects components such as transmitters, power supplies and antenna assemblies.
- Monitor and de-conflicts transmit/receive signals to ensure optimum performance and prevent interference with other satellite users.
- Installs network technical solutions for real-time video dissemination via Remote Split Operations (RSO) architecture.
- Performs RPA & equipment packing/shipping to fulfill worldwide mobility tasking.
- Provide technical training and task evaluations to assigned personnel.
- Understands and implements the BFS quality Management Systems. Assists in achieving quality objectives and performance standards. Identifies non-conformances and assists in developing corrective action plans to prevent recurrence. Implements continuous improvement to increase the effectiveness of the BFS Quality Management System.
- Utilize TOs and technical data to diagnose and solve maintenance problems on communication systems.
- Resolves problems and interprets TOs for inspection, maintaining and modifying communication equipment.
- Determines proper maintenance procedures to repair and return systems and components to maximum efficiency.
- Solves maintenance problems using wiring diagrams, schematic diagrams, schematic diagrams, TO's technical data and analysis of operating characteristics.
- Inspects and checks components for clearances, tolerances, proper installation and operation.
- Review maintenance data collection summaries to determine trends and production effectiveness.
- Provides recommendations and solutions to negative trends
- Submits material, product and software deficiency reports.
- Ensures compliance with published safety guidelines.
- Coordinate with supply, operations, and other support activities to improve procedures and resolve problems.
- Applying advanced technical knowledge to solve unusually complex problems.
- Interprets inspection findings and if needed develops recommendations for corrective action.