



## Solutions Engineer - Networking Job Description

This job description provides a baseline explanation of the requirements an employee is expected to meet for the duration they are in this position for Public Safety Solutions.

<b>Job title</b>	<i>Solutions Engineer – Networking</i>
<b>Class</b>	<b>X</b> <b>Non-Exempt “Hourly status” PT/FT</b> <input type="checkbox"/> <b>Exempt “Salary status”</b>
<b>Department</b>	<i>Solutions Engineering</i>
<b>Reports to</b>	<i>Senior Solutions Engineer</i>
<b>Last Update</b>	<i>07/16/2025</i>

### General Summary of Job Purpose

This position oversees the daily operation of customer service, onboarding and implementation of mobile networking / cellular gateways / field connectivity / Information Technology & Networking.

### Essential Duties, responsibilities and job functions

- Be punctual when arriving to work and returning from breaks or lunch
- Work safely on all projects on or off site
- Support the team atmosphere
- Be able to work to meet customer needs and deadlines
- Successfully motivate others
- Provide training/coaching to new and co-worker staff on new product(s) or workflows
- Provide excellent Customer Service from project intake to exit
- Contribute to a positive experience regarding the implementation of solutions
- Investigate customer complaints and ensure resolution or referral to higher level
- Keep abreast of industry and market trends, best practices and keep team members informed.
- Assist Company customer service by answering office phone line when available and in need
- Manage accounts as needed to best serve the customer and maintain up-to-date records for each account inside the PSS Company software
- Actively participate in trade shows and training classes as scheduled
- Successfully motivate others in a way that builds a team support system that maintains excellent customer service
- Support the team atmosphere by ensuring all customer information is conveyed within the internal company communications products utilized to enhance business and field operations. Documentation in PSS Company software
- Attendance is required for all scheduled staff meetings and conference calls as directed to ensure clear communications and that new product or policy instructions are disseminated collectively
- Responsible for reviewing and completing any training on new company policies and new products for presentation to customers
- When mutually agreed to, assist leadership staff with training/coaching new product or workflows to co-workers

- Provide excellent Customer Service from project intake to exit by meeting with customers and assist in developing proposals
- Provide support all customer service issues you're aware of in good faith and in accordance with company policy. Investigate customer complaints and ensure resolution or referral to higher level
- Resolving and handling employee grievances in accordance with company policy
- Support any necessary Project Management needs for sales fulfillment or seek assistance from Leadership to ensure assigned accounts' Project Management needs are met, securing a "Successful Deployment"
- Maintain a steady and safe work pace
- Overnight travel to accommodate customer on-site visits, company events, tradeshow on an as needed basis
- Demonstrate responsibility for Company assets on or off work site
- Demonstrate the ability to travel responsibly for company business
- Any other duties set forth by the Leadership

### **Additional Tasks**

**Presales Engineering** - The design, development, documentation, analysis, creation, testing, or prudent modification of computer systems or programs, including prototypes, based on and related to active company projects for End User (Customers). May include assistance in design, documentation, testing, or modification of computer programs related to machine operating systems. Certification requirements will be funded by PSS with employee time allowances in consideration necessary to attain said certifications. Desired certifications will be documented and reviewed annually thereby prioritizing and planning for achievement of required learnings and continued education.

**Networking & IT support** – Internal and external, Tiers 1 & 2 Support. Tiered Support based on Product and attained credentials. Answer company main phone as needed and emailed IT Support requests. Includes documentation of support case engagement. Accountable to see resolution of cases within mutually agreeable timeframes (SLAs).

**Certification / Credential Maintenance** – Annual and as needed certification from OEMs that PSS offers as required by said OEM to be eligible to offer/ resell their goods and/or service.

### **Other Job Functions /Working Conditions**

- Working conditions at Public Safety Solutions may include:
  - normal office conditions
  - Enduring hot or cold weather
  - Standing for extended periods of time on concrete or unlevel flooring
  - Lifting objects to waist height and overhead
- Position may be seated for up to 8-10 hours and standing and walking for up to 8-10 hours.
- Support workplace cleanliness in all areas
- Dress appropriately for position and situation. Maintain personal hygiene at all times.
- Support the overall mission of the Company
- Ensure Company policies and procedures are being followed

### **Skills, Education, Experience, Abilities and Knowledge**

Required:

- Positive Attitude

- Good computer skills and knowledge, Microsoft software and vendor product/software for this position
- Lift up to 50 pounds up to 30% of the time
- Excellent multitasking skills
- Handle deadlines well
- Excellent verbal and written communications
- Read and understand the English language
- Able to successfully follow verbal and written instructions
- A good team player
- Understand and demonstrate safety awareness
- Pro-active thinking skills
- Must have a valid Driver's License and vehicle insurance
- High school diploma or GED is required

Desired:

- Desired hands-on knowledge of networking and modern IT infrastructure
- Desired knowledge of technical parts and program operations
- Minimum of one year of experience in Public Safety is preferred
- Bachelor's degree in a related subject matter is preferred

#### Physical requirements in an 8 hour day

**Seeing:** Must be able to see to read and follow instructions

**Hearing:** Must be able to hear to effectively communicate with clients, vendors, and coworkers

**Sitting:** Must be able to sit for extended periods of time

**Standing/Walking/Reaching/Balance:** Must be able to move about work site for an extended period of time.

**Climbing/Squatting/ Crawl/Crouch/ Kneeling:** Must be able to stoop or kneel to pick up products or materials. Climbing a ladder.

**Lifting/Pulling/Pushing/Carrying:** Must be able to lift and carry up to 50 pounds 30% of the time. Must be able to lift objects above/below the waist. Over 50lbs team lift.

**Hands Used for Repetitive Actions:** Must be able to simply/lightly grasp, firm/strong grasp, fine dexterity (i.e. keyboarding)

#### Position specific requirements:

Exposure to marked changes in temperature and humidity?

Driving Automotive equipment, pallet jacks, carts or other equipment?

Wearing personal protective equipment (PPE)?

Safely being around moving equipment or machinery?

Working on unprotected heights and uneven ground?

Percentage of Work Time Spent On			
0-24%	25-49%	50-74%	75-100%
			X
		X	
			X
		X	
	X		
	Up to 30%		
		X	
YES	NO		
X			
X			
X			
X			
X			

Employee will be required to demonstrate continued knowledge of this position's current regulations and requirements. All employees are required to follow safety standards and wear all personal protective equipment in designated areas.

Employee must meet the requirements of the full job description as stated throughout the duration of employment with Public Safety Solutions (PSS).

This job description indicates the general duties and physical requirements of work performed by employees within this designation. It should not be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications, and physical requirements required of the employees assigned to this position, as these may vary from one work location to another work location.

Applicants or current employees with a disability as defined by the American with Disabilities Act (ADA) or the American with Disabilities Amendments Act (ADAAA), or any state or local law which prohibits them from performing the essential functions of the job may request a reasonable accommodation in writing or by contacting the Company Office or Human Resources department, in accordance with PSS Company policy.

### **Condition of Employment**

All employees will adhere to the company Equal Employment Opportunity policy as set forth within the Employee Manual.

Successful candidate may need to submit to random and/or DOT drug testing throughout employment and successfully pass a background check.

**Employee Name (Print):** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_