



Key client radio engineer - job description

Job title: Key client radio engineer

Location: Office London (North West) – Various sites around London / UK

Reports to: Head of Engineering

Contract type: Full time

Job Overview:

As a Radiocom's Field Engineer, your role is integral to the seamless operation of digital radio communication systems across multiple sites. From fault finding to training, programming, and maintenance, you will be responsible for ensuring the reliability and optimal performance of digital radio technologies and associated products. In this specific role, you will often be working independently, supporting a customer across multiple sites around the London area.

The successful candidate will collaborate with cross-functional teams and customers across various sites, troubleshoot issues, and contribute to the development of innovative solutions in the field of radio communications.

This role is accompanied with a comprehensive benefits package, including a company van, laptop, phone, overtime, overnight and on call pay and access to Medicash healthcare.

Responsibilities:

Fault Finding and Troubleshooting:

- Diagnose and resolve technical issues related to digital radio systems and associated products at various sites.
- Implement effective fault-finding strategies to minimise downtime and disruptions.

Training and User Support:

- Provide comprehensive training to end-users on the operation and features of digital radio systems and associated products.
- Offer ongoing user support to address queries and ensure smooth system utilisation.

Programming and Configuration:

- Program and configure digital radio equipment to meet specific site requirements.
- Collaborate with users and stakeholders to customise system settings based on operational needs.

Preventive Maintenance:

- Conduct routine preventive maintenance on digital radio systems to identify and address potential issues.
- Develop maintenance schedules and implement measures to prolong the lifespan of equipment.

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System Upgrades and Enhancements:

- Stay informed about the latest advancements in digital radio technologies.
- Plan and execute system upgrades and enhancements to improve functionality and performance.

Documentation:

- Maintain detailed records of system configurations, programming changes, and maintenance activities.
- Develop and update documentation for troubleshooting procedures and best practices.

Collaboration with Site Managers:

- Coordinate with site managers to understand site-specific requirements and challenges.
- Implement solutions that align with the operational needs of each site.

Quality Assurance:

- Ensure adherence to quality standards in the programming and configuration of digital radio systems.
- Conduct regular audits to verify compliance with established protocols.

Emergency Response Support:

- Develop and implement protocols for emergency communication using digital radio systems.
- Provide on-call support during critical incidents to ensure continuous communication.

Vendor Collaboration:

- Collaborate with digital radio equipment vendors for technical support, software updates, and issue resolution.
- Participate in vendor-led training programs to stay current with product knowledge.

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Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Professional certifications in radio communications or related areas• Experience with software-defined radio (SDR) technology• Familiarity with emerging trends in radio communication	<ul style="list-style-type: none">• Project / portfolio management qualifications• IT and data management qualifications• H&S qualifications
Experience	<ul style="list-style-type: none">• Proven experience within this field• Strong understanding of RF principles, spectrum analysis, and network protocols• Proficiency in using radio communication testing equipment and software	<ul style="list-style-type: none">• PMR/DMR products• BBPTT / Poc products
Skills/Attributes	<ul style="list-style-type: none">• Knowledge of industry standards and regulations• Excellent problem-solving and troubleshooting skills• Effective communication and collaboration skills• Driving Licence	<ul style="list-style-type: none">• Commitment to own personal development• Creative and willing to contribute ideas and professional opinion• Willingness to work unsociable hours at short notice if needed• "can do attitude"

To apply for this role please send your CV to steve.kennedy@radiocom's.co.uk