

## In-building Wireless Support Engineer

### Company Background:

MobileAccess Networks is a leading manufacturer of in-building wireless distribution products for wireless service provider, enterprise, healthcare, government, and educational applications. MobileAccess has proven itself by providing cutting-edge technology and comprehensive turn-key implementation services to accomplish our customers' in-building wireless goals. Customers benefit from improved productivity, safety, employee retention and operational efficiencies resulting in a verifiable return on investment. More detailed information on MobileAccess Networks can be found at [www.MobileAccess.com](http://www.MobileAccess.com).

### General Job Requirements:

This position is responsible for providing customer service, support and engineering for in-building wireless voice and wireless LAN systems. He/She will need to provide professional on/off-site support for activation and troubleshooting of in-building wireless systems as well as provide remote telephone support for customers. The successful candidate will become a subject matter expert for all technical issues related to the MobileAccess Product Family. This position requires extensive travel to customer locations around the country.

### Education, Experience and other Qualifications/Training desired:

- A demonstrated ability to learn new products/technologies in a dynamic fast paced environment.
- Background in Wireless/Mobility/Cellular networks and Networking/Internet networking devices, protocols and operating systems
- Understanding of Cellular technology and trends
- Understanding of 802.11 Wi-Fi technology and trends
- A technical understanding of networking protocols and security mechanisms.
- Understanding of carrier network architectures used today to deliver data/voice/video services.
- Experience with telecommunications test equipment – specifically RF spectrum analyzers, sources and WLAN test software.
- Technical BS or equivalent Desired

### Essential Duties and Responsibilities include:

- Provide remote and on-site support to customers.
- Provide assistance with in-building wireless designs.
- Track calls from customers and follow up with outstanding issues and RMAs.
- Create and/or execute acceptance test plans for new installations and upgrades.
- Troubleshoot, diagnose, resolve, reproduce and report software and hardware problems with equipment.
- Provide weekly updates on activities and attend weekly calls to report on field problems, RMAs and trouble tickets.

- Assist the sales process with customers (on-site and/or via phone) to facilitate better understanding of the MobileAccess Product Family.

- Location: Vienna, VA
- Compensation: \$60-\$80k commensurate with experience, full benefits package including paid time off, health insurance, 401k and stock options
- Principals only. Recruiters, please don't contact this job poster.
- Please, no phone calls about this job!
- Please do not contact job poster about other services, products or commercial interests.