

REF: FST2202PT

POSITION: IT Field Service Technician

LOCATION: Lisbon

About Nonius

17 years of experience in hospitality technology

[Nonius](#) provides the most complete Guest Technology solutions portfolio for a contactless Digital Guest Journey. All solutions are built in-house allowing highly integrated and competitive offers. Our technology solutions serve more than 410,000 rooms worldwide – in Hotels of the most renowned international chains and several of the most emblematic and recognized independent hotels.

We also bring hospitality technology to other markets such as Outdoor, Apartments, Co-living, Healthcare, Maritime and other Sport and Leisure facilities.

Job description/specification

We are looking for a professional to take on the role of **Field Service Technician**. You will be part of an international Team where you will work together with the Subsidiary Director. The position will be based on the Nonius Lisbon Office.

Responsibilities / Tasks

- Attend sites to resolve issues related with Nonius Solutions at our customers;
- Install, upgrade and maintain equipment under SLA;
- Provide a high level of customer care within the terms of the SLAs;
- Within the scope of execution of tasks / worksheets of Projects and Customer Support:
 - Installation / Replacement of Telecommunications, Electrical and Multimedia equipment (Routers, Switches, Access points, UPS, TVs, STBs, cameras);
 - Perform task / worksheets of surveys to structured networks and wifi;
 - Perform task / worksheets for installation / correction of customer network racks;

- o Perform task / worksheets for installation / correction and alignment of satellite antennas;
- o Perform task / worksheets of installation / electrical correction in Racks (UPS, cables, etc.)
- Preparation of technical task report / maintenance worksheets;
- Internal IT operations coordinated by the IT Nonius dept;
- Full attendance and exemplary punctuality;
- Execution of weekly interventions report;
- Responsibility for the work vehicle: keep the vehicle clean and in good working order and carry out the revisions in accordance with the Responsible's instruction;
- Responsibility for work tools:
- Responsibility for the maintenance stock in the Lisbon office: keep the cabinet tidy, inventory updated, equipment in good working order.

What we are looking for:

- We are looking for a smart and good spirit person;
- You must be a passionate for networking, a great team player and have a strong sense of work ethics, responsibility and commitment;
- High school diploma or equivalent, along with a 2 year technical degree or equivalent work experience in Telecom and/or Networking;
- Ability to work in WAN/LAN environment;
- Working with routers, servers and TCP/IP environment;
- CCNA or other switching/routing courses or work experience that can be considered equivalent;
- Valid driver's license and be available to travel within the country and abroad;
- Ability to meet deadlines and work independently;
- Must have excellent communication skills and outstanding customer awareness skills;
- Fluent in English. Other languages will be valuable as well.

We will value the following

- Hospitality experience, preferably Hotel IT or vendor;

- Linux admin experience and shell scripting;
- Awareness of hotel chain brand standards;
- Experience with leading IT equipment;
- Experience with Hotels, TV systems, Coax and IP networks, Wi-Fi, IT, ISP.

What we offer

- An exciting role on an established company that has been growing sustainable year on year;
- Competitive salary package including health insurance;
- Great working environment, being part of a young and vibrant team that works closely with other Nonius Departments and Subsidiaries;
- Great Office environment, fully equipped and prepared to keep a physical distance. Staff kitchen with free beverages (coffee, tea, ...).

Contact information

Please send your resume in English to jobs@noniussoftware.com with reference FST2203PT.