**Field Service Engineer**

**Location:** White Sands Missile Range, NM  
**Category:** Engineering and Sciences  
**Subcategory:** Field Engineer  
**Schedule:** Full-time  
**Shift:** Day Job  
**Travel:** Less than 20%  
**Minimum Clearance Required:** Secret  
**Clearance Level Must Be Able to Obtain:** None  
**Potential for Remote Work:** No Remote

**Description**

Currently seeking **Field Service Expert (FSE)** to support Integrated Battle Command System (IBCS) Team out at White Sands Missile Range.

**JOB DESCRIPTION:**

This team is responsible for delivering high-level technical support, system integration, and field service engineering for the IBCS Program. The position involves collaborating with military and civilian personnel to ensure the seamless deployment, operation, and maintenance of the IBCS system.

* Provide technical support services in support of maintaining and sustaining fielded IBCS systems, equipment and software at all identified locations
* Represent the IBCS program as the primary point of contact
* Integrate and maintain systems running Red Hat Enterprise Linux and integrate COTS/GOTS products with IBCS systems
* Assist in the emplacement and initialization of the IBCS system
* Advise customers on the capabilities and limitations of the IBCS system
* Assist in troubleshooting IBCS hardware, software, and networks
* Provide feedback to program leadership regarding system performance and end-user feedback
* Perform operator and maintainer tasks on equipment, integrated systems, subsystems, and software
* Conduct training as needed
* Support Program Help Desk
* Conduct scheduled equipment inventories

**Qualifications:**

**REQUIRED EDUCATION:**

* BS and five (5) years’ experience; six (6) years' experience accepted in lieu of degree (per contract) - Mid-Level
* BS and nine (9) years’ experience; six (6) years' experience accepted in lieu of degree (per contract) Senior Level

**REQUIRED SKILLS:**

* Experience with tactical networks and troubleshooting
* In field operator training
* Troubleshooting of computer Linux and Windows systems and networks
* Good oral communications
* Ability to effectively prioritize and execute tasks in high-pressure environments
* Able to work independently and efficiently with short term deadlines

**REQUIRED CLEARANCE:**

      • Must possess an active DoD Secret Clearance or have the ability to obtain one

**REQUIRED CERTIFICATIONS:**

* Security+ certified (Required Day 1)
* Linux + certification or the ability to obtain within three months of hire date

**DESIRED SKILLS:**

* Army Air Defense background (14 or 140A or 14G)
* IBCS operational and troubleshooting experience
* IBCS experience maintaining and sustaining fielded IBCS systems, equipment and software
* Willingness to acquire CDL
* Hardware in the Loop testing experience