



Nextivity, Inc.
16550 W Bernardo Drive, Building 5, Suite 550, San Diego, California 92127
Telephone: 858.485.9442

Job Description

Title: Public Safety Solutions Architect

Department: Sales Support

Manager: Sr. Director of Customer Support

Location: San Diego

FLSA Status: Exempt

Job Type: Full Time

Compensation: DOE

Summary

The Public Safety Solutions Architect will be responsible for supporting customers with PS system design, installation, troubleshooting and training for commercial cellular and public safety equipment, systems, and infrastructure. The individual in this role will partner with the in-country sales team to support sales, testing, and ongoing use of Cel-Fi indoor coverage public safety products. The goal for this position is to help drive service success that improves customer satisfaction, maximizes customer orders, and profitability.

Responsibilities

- Provide technical support for commercial and public safety ERCCS systems VHF/UHF/700/800/FirstNet, working with both passive and Active DAS systems
- Install, maintain and repair ERRCS, Power Systems, Alarm Panels, and Antenna systems
- Identify public safety communication requirements, analyze technical solutions, conduct physical surveys, implement and validate end solutions
- Team up with local sales staff members to support pre-sales efforts and initial product presentations
- Collaborate with customers to collect and validate technical requirements for the configuration of products for use on local networks
- Support customer acceptance testing and trials
- Work with the sales team to create and maintain accurate customer documentation, promote configuration guidelines, and customization requirements
- Work with the HQS organization to support product manufacturing and delivery
- Provide ongoing support



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- Cooperate with other members of the technical team and share information across the organization
- Improve CSAT (Customer Satisfaction), or other customer metrics
- Maintain a close relationship with customers, operators and installers, and solicit early feedback about any issues with products or systems
- Create practical tools to track problems across channels and regions
- Communicate effectively with IT, Engineering, Product Management or other teams with early warning about problems
- Enhance first call resolution
- Drive better sales through service
- Drive quality and consistency
- Monitor customer feedback during new product introductions and provide timely feedback to engineering and product development

Work Experience

- Minimum of 5 years' experience in the field of Public Safety Radio Communication with extensive knowledge and hands-on experience working with LMR, UHF, VHF, and FirstNet system deployments
- Proven intermediate knowledge of PS frequency utilization, battery backup systems, and Alarm Panels
- Proven advanced knowledge of RF test tools such as transmission test sets, signal generators, RF service monitors and spectrum analyzers
- Experience working with cellular RAN infrastructure, handsets, but not necessarily accessories, will meet this requirement
- Experience in Cellular DAS Systems engineering and deployment
- Proven experience of post-sale support and pre-sales development
- Familiarity with mobile tools and applications such as TEMs and iBwave.
- Strong background with:
 - Trouble ticket/service desk management systems
 - Customer resource management systems
 - Microsoft Office suite

Education / Training

- Bachelor's degree in Electrical Engineering or Four-year Engineering Degree from an accredited institution is required
- FCC General Radio Telephone Operator's License, iBwave certification a plus, but not required



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Skills and Abilities

- Ability to work flexible work hours and to adapt to changing work schedules.
- Analytical and process-oriented mindset
- Ability to troubleshoot and test technical equipment
- Understanding of the Public Safety In-Building Codes (NFPA, IFC)
- Must be proactive, taking initiative and working in a collaborative team environment
- Must have strong critical thinking skills
- Excellent verbal and written communication skills
- Ability to use sound judgment when representing the Company
- Foster a professional attitude and demonstrate integrity and flexibility
- Entrepreneurial, rapid learner, inquisitive, and persistent
- Process Owner / process driven
- Detailed and disciplined
- Proactive Personality (“Can Do Attitude”).

Travel Requirements

- This position may require occasional multi-day and overnight travel.

Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical demands:** While performing the duties of this job, the employee is regularly required to stand, walk, sit; use hands to type on keyboard; reach with hands and arms; talk and hear. Must have the ability to sit in front of a computer up to 8 hours per day, lift and carry boxes under 30 lbs.
- **Work environment:** The noise level in the work environment is usually minimal and usually that of an office environment and/or R&D lab.