

5 October 2026

VACANCY: Field Service Engineer

FiberFly is looking for additional talented individuals!

Job Title: Field Service Engineer

Job Description: As a Field Service Engineer, you will perform the setup and installation of high-speed Internet services as well as troubleshoot and repair high speed wireless and broadband services for customers. You will be responsible for the basic maintenance of company equipment and an assigned vehicle, and you will also be in charge of proactively monitoring and correcting network related issues.

Field Service Engineer responsibilities:

- Performing onsite customer installations and repairs
- Adhering to the Company's quality standards, policies, and procedures
- Must be willing to climb towers when necessary
- Using a courteous and professional approach to address customer questions and concerns; discussing equipment placement, cable routing, paperwork completion, etc.
- Performing basic personal computer (PC) and Local Area Network (LAN) setup and repair
- Assisting customers with initial PC configuration; demonstrating Email account setup, LAN setup, and basic Internet Service Provider (ISP) use
- Cleaning up after customer installation – removing boxes, pieces of cable etc.
- Setting up Voice over Internet Protocol (VoIP) telephone equipment and testing for proper functionality
- Completing all installation and repair paperwork, detailed activity log, and other reports/documentation
- Determining which tools are needed for scheduled installations; organizing and loading equipment into company vehicle
- Climbing communications towers and ladders; safely working in an elevated position.
- Maintaining backhaul network; repairing network outages
- Providing prompt response to network issues; conducting preventative or proactive network repair outside of normal business hours when required.
- Troubleshooting physical layer problems with radio frequency (RF) links; resolving IP network issue problems
- Notifying appropriate parties immediately of any issues which may affect efficient operations

Required Qualifications:

- Valid driver's license to be able to drive within the company's geographical footprint on a regular basis
- 1 year in a related customer and/or technical support and/or operations/technical role
- Proficient with Microsoft Windows, Office basic suite and other job-related software
- Solid knowledge of networking beneficial;
- Basic understanding of IP networking
- Ability to analyse and define problems; calculate figures and amounts; prioritize work flow, multitask, meet deadlines, and remain flexible
- Demonstrate attention to accuracy on all duties and responsibilities
- Ability to maintain confidentiality and comply with Company and OSHA established safety policies and requirements
- Ability to work weekend and/or evening work from time to time

Applicants to please forward all CV's to careers@fibrefly.co.za

Applications close 30 October 2026