



Job Description

Title: Field Technician
Pay Range: TBD
Human Resource Contact: Dearest Chandler
FLSA Status: Exempt
Report to: Engineering Manager
Travel Required: 100% travel
Position Type: Full Time, Employee
Job Level: Experience, Non-Manager
Relocation assistance: None
Homebase Eligible: No
Shift: Day/First Shift
Business Unit: Operations Manager

Job Summary: Reporting directly to Operations Manager.

Duties and Responsibilities

- Provides technical services through: a. Installing analog and digital voice and data telecommunications equipment including PBX systems, key systems, and peripherals.
- Employing appropriate troubleshooting techniques for analog and digital voice and data problems and for point to point as well as point to CO applications
- Completes work orders for adds, moves and changes, and repairs in one or more product lines
- Ensures front-line customer satisfaction by dealing professionally and effectively with all customers, both internal and external. Providing rotating 24 hour on-call coverage. Generates required logs and reports by receiving, planning and prioritizing the jobs on his/her routes on a daily basis. Submitting on a weekly basis all paperwork associated with jobs including: time spent per activity, equipment used, services provided, mileage logs, installation forms, site surveys and expense reports. Maintaining a complete and updated truck inventory of all tools and equipment necessary to complete jobs. Submitting requests for additional supplies to the Inventory Control Coordinator on a timely basis. Developing and maintaining a current database on all products he/she has worked on.

Knowledge, Skills, and Abilities

- Tech degree or equivalent; BSE preferred; 8+ years technician experience.
- Nortel certifications · Client/Server, LAN, and Windows NT proficiency
- Station programming – Nortel - Options 11C – 81C
- Voice mail programming – Octel voice mail system. Call Pilot 4.0 or higher. (Other voice mail experience a plus)
- Good written and verbal communication

- Computer skills including Microsoft Office Suite products
- Ability to work on highly complex projects and direct others in project
- Strong interpersonal and customer services skills in dealing with customer on a daily basis

Credentials and Experience

- Bachelor's degree in a related field a plus.

Special Requirements: Willing to work overtime, holidays, and weekends as requested by Operations Manager.

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