



Job Description

Title: 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

- Installation and Maintenance of Nortel products including, but not limited to, Succession 3.0/4.0, Meridian 1 Option 11C-81C, VoIP (ITG, MC and Remote Office), Norstar and BCM.
- Provide technical leadership to the business unit supported. Liaison escalating problems to manufacturers, product management and technical assistance organizations.
- Prepare required installation records and documentation.
- Perform maintenance and repairs on equipment for all products supported by Optivior Technologies under at least one product umbrella.

Knowledge, Skills, and Abilities

- Experience with voice, data, and convergence.
- Must have Symposium and Call Pilot experience, certification a plus.
- OTM experience and/or certification a plus.
- Must be able to work overtime when required to meet customer service-requirements.
- Previous experience working in the telecommunications field 5 - 7+ years on the products supported by Optivior Technologies.
- Must possess valid state driver's license.
- Certification of at least eight products sold & supported by Optivior Technologies.
- Must have excellent customer service and communication skills and exhibit good judgment in customer interactions.
- Ability to work independently to install and solve product problems with minimal assistance.

- Troubleshooting hardware and software for PBX's, voice mail, and applications.

Credentials and Experience

- Must have a bachelor's degree in a related field.

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

Optiv is an equal opportunity employer committed to a diverse workforce. M/F/D/V.