



cplTelecom is a leading telecom solutions provider who provides unique and scalable business and technology services for organizations – small and large. cplTelecom offers a comprehensive suite of telecommunications support services.

## **Telecommunications Technician**

### **SUMMARY:**

- This role requires a proactive driver who will consistently deliver a repeatable client experience with zero defects.
- We are focused on providing on-time and high-quality delivery for all projects.
- Approaches all situations with a focus on repeatability and consistency of experience for our Clients and our fellow employees.
- Be organized, time driven, quality minded, metrics focused, detailed oriented, and follow up and follow through until the job is done.
- Client focused and results driven personality needed to establish and maintain effective relationships with Clients, employees, superiors, and business contacts in a professional, timely and courteous manner.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Technical Installation, Maintenance & Support:**

- Responsible for telecommunications equipment and service turnup, testing, maintenance and operation.
- Knowledge of on-prem and cloud-based phone system functionality and operation
- Knowledge of telecommunications transport technologies and methodologies
- Knowledge of packet-based network operation and configurations including routing, switching and SD-WAN applications
- Routine maintenance on various systems
- Turn-up and testing of telecommunications services over 3<sup>rd</sup> party network connections.
- Individuals will be participating in an on-call rotation with fellow technicians that is 24 hours a day for the 7-day week including holidays.
- Some overtime is required.
- Must have valid driver's license with good driving record.
- Other duties and responsibilities as assigned.
- Occasional overnight maintenance.

### **Communication and Collaboration Skills**

- Must be able to effectively communicate (verbally and in writing) with our Clients, vendors and employees.
- Must be able to work independently AND in a team environment.
- Analytical and problem-solving mindset.
- Effectively and efficiently collaborate with teams, peers, and leaders.

### **PREFERRED EDUCATION, TRAINING, AND EXPERIENCE:**

- Associates degree in a technical field; Computer Science, Management Information Systems, Business Administration, Engineering or combination of equivalent experience and education; or
- 1-3+ years of hands-on experience as a telecommunications technician; or
- Four years technical, military training or telephony experience.
- Previous customer service, telecommunications or project coordination experience.
- Knowledge and understanding of current telecommunications systems and trends.

### **REQUIRED SKILLS:**

- Must be able operate Windows PC with MS Office and MS Outlook.
- Empathy and listening skills.
- Intellectual speed, flexibility, and agility
- Excellent telephone skills
- Excellent interpersonal skills to establish and maintain effective relationships with customers, employees, superiors, and business contacts in a professional, timely and courteous manner.
- Excellent written and verbal communication skills
- Ability to perform a variety of tasks, often changing assignments on short notice.
- Ability to make sound decisions using the information at hand.
- Strong trouble resolution and problem-solving skills
- Strong attention to detail and accuracy

### **WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:**

- Primarily indoor work in an office environment requiring long periods of sitting.
- Frequent utilization of manual dexterity and visualizing of a computer screen.
- No unusual physical requirements.
- Travel required some overnight
- Ability to lift 75lbs