



POSITION TITLE: LEAD FIELD SERVICES TECHNICIAN

LOCATION: Keller, TX

POSITION SUMMARY:

The Lead Technician will be responsible for analyzing, testing, isolating, and repairing high-level network and customer issues as well as provisioning new services. This may include any or all issues related to facilities, broadband provisioning, services, and the installation and activation of customer premises equipment. This position requires learning the intricacies of AC and DC electrical, cable plant repair and maintenance, Grounding principles, telecommunications, and security within the data center.

PRIMARY RESPONSIBILITIES INCLUDE:

- Maintaining all technician work flow
- Dispatching orders, installs, and trouble tickets
- Weekly install report
- Weekly vehicle inspection
- Deescalate, escalated tickets
- Ensure safe work environment
- Perform routine maintenance to eliminate service outages
- Understanding of AC and DC power distribution
- Resolve, repair, and install fiber optics systems and ensure that they work properly
- Examine and replace faulty and old fiber optic cables and organize scheduled maintenance routines
- Execute premises cabling and take care of the underground and cabling requirements
- Establish voice and data networks by running, pulling, terminating, and splicing cables; installing telecommunications equipment, routers, switches programming features; establishing connections
- Verifies service by testing circuits, and equipment; identifying, correcting, or escalating problems
- Maintains network by troubleshooting and repairing outages; testing network when backup and updating documentation
- Maintains customer rapport by listening to and resolving concerns and answering questions
- Maintains a safe work environment by following codes, standards, and legal regulations
- Enhances department and organizations reputations by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments

SKILLS AND QUALIFICATIONS:

- 5+ years of telecom experience
- Telecommunications Knowledge, Telecommunications Technologies, Provisioning, Technical Understanding, Functional and Technical Skills, Independence, Attention to Detail, Verbal Communications, Documentation Skills, Audiovisual Maintenance
- Will be required to work in all weather conditions
- Must have a valid driver's license and be able to pass a drug screening and background check
- Understanding of diverse fiber architecture and use of OTDR
- Excellent customer service skills
- Outstanding attention to detail
- Must be able to lift 50 plus pounds
- Must be able to work on a ladder at heights of 32 ft.
- Must be able to work in a team environment