Citizens Mutual Telephone Cooperative

Position Description

POSITION TITLE:	Installation Repair Technician	**UPDATED:**	November 2023
DEPARTMENT	Operations	**SUPERVISOR:**	Technician Team Lead
STATUS:	Bargaining Unit	**APPROVED BY:**	

I. GENERAL SUMMARY

Install, maintain, and operate all types of network communications equipment which includes routers, ethernet switches, wireless access points, IP Phones, Optical Network Terminals (ONTs) and other equipment related to broadband, internet, data, video, and voice services. Install and maintain ethernet and fiber optic facilities. Install and maintain voice systems, surveillance, security systems, network extending equipment and other Customer Premise Equipment (CPE). Assists other departments with installation and maintenance of network equipment. Work is predominantly in southern Iowa.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Install and repair services and equipment at the customer premise
- Confer with customers to further determine problems and implement acceptable solutions
- Installation and maintenance of Hosted Voice systems, surveillance systems, security systems, network extending equipment and other CPE
- Proactively upsell products and services
- Assist other departments with the installation and maintenance of network equipment
- Splice and test fiber optic/copper cable systems
- Complete and update all installation and repair related forms, reports, and records
- Display an ongoing positive commitment to learning and self-improvement; desiring and trying to acquire new knowledge or skills for work
- Take personal responsibility for the quality and timeliness of work and achieve results with good fiscal policy
- Satisfactorily complete any additional training required by and related to this position

III. KNOWLEDGE, SKILLS AND ABILITIES

- Understand basic ethernet/IP network technology and protocols
- Understand ethernet/IP services, including but not limited to Voice over IP (VoIP), streaming and broadcast IP video, routers/Wi-Fi, basic firewall setup and configuration
- Skill in problem solving and resolution
- Skill in operating test/splicing equipment for fiber, copper and ethernet services
- Knowledge of company products and services
- Knowledge and skill in operating technology devices/gadgets, etc.
- Knowledge of basic building structure design
- Ability to work in confined spaces such as attics and crawl spaces
- Ability to communicate with co-workers, customers and various business contacts in a professional and courteous manner
- Ability to work independently and make sound technical decisions using information at hand

- Ability to effectively function as a team player
- Ability to maintain positive attitude
- Ability to organize and prioritize multiple work assignments
- Ability to read and interpret technical documents
- Must have a valid driver's license and be insurable by insurance carrier

IV. EDUCATION AND EXPERIENCE

- Preferred – Two-year degree or higher in computer science, information technology, telecommunications or related field but not required
- Preferred – Two years of experience in information technology and/or telecommunications role working with customer networks and/or fiber to the premises technology but not required
- Obtain and maintain COMPTIA A+ (or equivalent) certification

V. WAGES AND BENEFITS

- Position is covered in a collective bargaining agreement (union)
- Wages depending on education and experience with pay increases every six months until maximum pay
- Generous time-off benefits, including Paid Time (PTO), Sick, and Holidays
- Excellent medical, dental, vision, and life insurance benefits
- 401K and pension plans with generous company contribution match

CM Tech is an equal opportunity employer. Job location is in Keosauqua, Iowa. Interested applicants should submit a resume and cover letter to careers@mycmtech.com.