



Empire Access Job Description

JOB TITLE:	Installation and Repair Technology Support Technician
DEPARTMENT:	Technology Support
WORK LOCATION(S):	Canandaigua, NY
REPORTS TO:	Technology Support Supervisor
LAST REVISED:	November 2018

Job Summary:

Responsible for, but not limited to, maintaining, repairing and installing customer phone lines to support voice, data FTTH and DSL. Provide technical and telephone support for customers for voice, internet and IPTV services.

Job Specific Requirements:

- Must have good communication and organizational skills.
- Ability to self-motivate and perform tasks with limited supervision.
- Ability to work well with staff members in the company.
- Must have good customer support skills and be willing to work with customers via phone and at the customer location.
- Must demonstrate knowledge and understanding of basic IT operations ranging from minor computer repair, (NIC replacement or installation) network management, (Home Networking, SOHO environment).
- Knowledge of Windows, Linux and Apple environments and some experience with routers and switches would be a plus.

Education:

- Minimum of High School Diploma and ability to demonstrate Computer Literacy.
- Experience in the Technology related field would be a plus.
- Degree in Technology related field would be a plus.

Experience:

- Information Technology or related field

Complexity of Duties:

- Must be able to make decisions using best judgment to ensure that all tasks are completed in a timely manner.
- Ability to provide technical support to customers via phone, email, and in person.
- Ability to handle heavy ladders, climb poles and distinguish standard color code.
- Must be comfortable with computer technologies and understand basic networking.

- Must be able to comprehend and use basic trouble shooting techniques to resolve cable issues.

Supervisory Responsibility/Supervision Received:

- Supervision received by Senior Technician and Corporate Staff.

Attendance:

Works scheduled hours outlined by supervisor. Contact supervisor prior to any absence of work. Request vacation time in a timely manner.

Organization Impact:

- Customer Service and Maintaining the Corporate Image as a Home Town local business that is here and responsive to our customer needs and issues.
- Provide high level professional support to the customers.

Contact with Others:

- Daily contact with company staff and customers.
- Contact as needed with support representatives from other companies.
- Contact with other company's staff during project work, and other various tasks.

Working Conditions:

Work requires mostly outside cable work, both aerial and buried, copper and fiber. Most tasks are outdoors and at customer locations, with some lifting necessary. Some traveling may be necessary for this position.

Key Responsibilities:

- Customer Tech Support.
- Maintain and repair copper and fiber cable.
- Maintain and install FTTH and Copper phone lines to support Voice, Data and IPTV.
- Work with inside technicians to resolve any phone, DSL and IPTV problems.

Our Benefits:

- 401(k)
- Medical, dental, vision and life insurance
- Paid vacation, holidays and leave programs
- Tuition reimbursement
- Flexible spending accounts
- Volunteer opportunities

Contact:

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607-522-3747

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