



GREENFIELD COMMUNITY ENERGY & TECHNOLOGY

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Installation Technician

PURPOSE OF THE POSITION

The Installation Technician reports to the Operations Manager and is responsible for serving customers by installing and servicing Customer Premises Equipment in homes and businesses. Responsible for pre-wiring, installing, programming, and maintenance of products. This position also has limited responsibilities to the CTO to assist with network build out. This job is classified as an Outside Plant position where the employee will be expected to primarily work outside of the office but check in at the office regularly.

RESPONSIBILITIES

- Install, move, and modify telecommunications and related equipment according to job order specifications, standards, and procedures
- Diagnose equipment malfunctions
- Repair voice and data equipment
- Maintain and report accurate records of hours and materials used
- Report and monitor service order changes
- Maintain and repair telecommunications systems and equipment according to manufacturer recommendations and specifications
- Train the customer on system use
- Maintain and troubleshoot systems
- Maintains rapport with customers by examining complaints; identifying solutions; suggesting improved methods and techniques; recommending system improvements.
- Documents service and installation actions by completing forms, reports, logs, and records.
- Maintains customer confidence by keeping service information confidential.
- Perform other related duties as required

QUALIFICATIONS

- Proven field service experience
- Ability to troubleshoot, test, repair and service technical equipment
- English literacy
- Ability to work flexible shifts and to adapt to changing work schedules
- Familiarity with mobile tools and applications
- Technical degree or certification
- Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external people
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