



## JOB DESCRIPTION

<b>JOB TITLE:</b>	Field Technician
<b>MANAGED BY:</b>	Operations Manager
<b>PAY LEVEL:</b>	2
<b>RANGE:</b>	\$16.00 - \$20.00
<b>STATUS:</b>	<u>(Part Time - Full Time)</u> Hourly – Weekly Pay

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### POSITION SUMMARY

Field Technicians provide a variety of services such as: internet service installation, systems and network installation, wireless systems installation, infrastructure deployment and maintenance, provisioning and support of managed services, and IT support.

### GENERAL DESCRIPTION

As a hybrid position, a Field Technician employs a high technical aptitude with skills and knowledge common to IT Technicians to install, maintain and support various types of communications equipment, IT systems and integrated networks.

### BASIC EMPLOYMENT REQUIREMENTS

A candidate fulfills the following basic requirements:

- High School Diploma or equivalent
- Valid Driver's License insurable under company's auto insurance policy
- Demonstrable experience with hand tools and power tools
- Ability to operate heavy equipment
- Ability to self-direct and work independently

### PREFERRED EMPLOYMENT QUALIFICATIONS

A preferred candidate offers (in addition to basic requirements):

- An Associate's/Bachelor's Degree in a Computer Science related discipline **OR** three (3) years demonstrable experience in Information Technology
- Experience in systems installation, or in installation of similar systems
- Project experience
- Sales experience

**DUTIES AND RESPONSIBILITIES**

1. Installs, configures, maintains, tests, and troubleshoots internet service equipment
2. Installation, configuration and maintenance of client premises equipment.
3. Utilizes heavy equipment (trenchers, lifts) in order to install and maintain equipment.
4. Provides IT consulting services including system/network services, infrastructure deployment, and support.
5. Provides onsite/remote customer support and technical support.
6. Provides on-call support on assigned days.
7. Provides proactive technical support services.
8. Stock and maintain company vehicles. Clean, maintain company equipment.
9. All other duties as assigned.

**OTHER SKILLS AND ABILITIES**

During the course of employment, the employee will consistently utilize and demonstrate strong verbal and electronic communication skills, strong organizational and project management skills, strong interpersonal and teamwork skills, a heightened attention to detail and accuracy, the ability to work independently as well as cooperatively with internal or external individuals, and a commitment to confidentiality. Must be able to multi-task and handle stressful workloads.

**PHYSICAL DEMANDS**

Standing/climbing/crawling for long periods of time, frequent walking, reaching, bending, kneeling, or stretching is to be expected. Employee must be able to enter and work in confined spaces including plenum areas, in both natural and low light conditions for prolonged periods of time. Employee is expected to work in elevated environments include on roofs, towers, lifts and trees. The nature of the work also involves manual dexterity to operate heavy equipment, diagnostic equipment and hand tools. An employee will need normal, or corrected to normal range of sight and hearing, and will carry work related materials and equipment up to seventy-five (75) pounds.

**WORKING ENVIRONMENT**

The working environment includes indoor and outdoor environments elevated and ground-level positions in residential, commercial and industrial settings. Work is performed in all weather conditions, with the exception of severe storms, and in all seasons. The employee’s work schedule may periodically need to be flexible and adjusted according to business needs. The employee must be able to effectively handle stressful and compromising situations while remaining focused and professional, as well as be able to deal with difficult people without losing perspective. Occasional overnight schedules or local travel will be mandatory to participate in time-sensitive or complex projects.

**DISCLAIMER AND CONDITIONS OF EMPLOYMENT**

The above statements are intended to describe the nature and level of work being performed by people assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills.

Conditions of employment with Eclipse Communications includes: signing an NDA (Non-Disclosure Agreement) successfully completing a 90-day introductory period, possessing a valid Driver’s License throughout employment, and being insurable under the company’s auto policy and business insurance policies throughout duration of employment.

Employee Acknowledgement and Acceptance: \_\_\_\_\_  
Employee Name and Date