

Job Title: Installation and Repair Technician (Pendleton, OR)

Clearance/Citizenship/Background:

Description:

The qualified technician will install and repair various types of telephone and data system configurations and networks, on behalf of our customer. This highly motivated individual will be responsible for:

- Developing a full understanding of all product terminology in order to evaluate repairs quickly and efficiently
- Conducting project management for cutovers of existing system upgrades or relocations, including installing the new system, designating and placing instruments, conducting manufacturer's installation tests, connecting and testing trunks and stations, and providing the customer agency with a fully functional system
- Responding to all inquiries in a timely manner regarding status of repairs, in addition to providing technical assistance or directing calls to the appropriate source in order to obtain assistance for both internal and external customers
- Determining feature requirements, coverage paths, hunting arrangements, and other needs of individual station users
- Providing programming support for stations, trunks, and other features of the system
- Working with SOPs and guidelines to acquire parts on a daily basis for coordination of work with service providers including the State and its Contractors as well as LECs
- Providing system administration and station user training on telephones and voice mail, key systems, PBXs, and IVR-ACD
- Working with ACD systems, handling all ACD programming, and other such functions associated with technical management of ACDs

Preference will be shown to candidates who have demonstrated knowledge in the following systems:

- Nortel Meridian/CS1000
- Nortel BCM
- Norstar
- ACD, IVR and Voicemail systems from Nortel

The successful candidate must have:

- A minimum of two years of experience as a technician is required
- Must be able to read and understand technical material such as exploded parts diagrams/manuals, and reference databases for technical support.
- Practical experience in LAN management
- Must possess good organizational skills and be detail oriented, as well as be self-starter with the ability to prioritize
- Must possess the ability to work independently and within a team environment.
- A valid driver's license and clean driving record are essential; must be able to legally travel to local facilities to perform service work as required.

Note: This is a part-time permanent position. Candidate must successfully complete a background check. To apply please contact:

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