



Field Service Technician

Primary Responsibility:

Expectations are for an individual with high exposure to Avaya, Nortel and Mitel voice & data technologies, as well as knowledge and experience with all related telecommunication environments.

This position offers an individual with extensive technical background, strong people skills and initiative to work with Communication Innovators internal staff and customers. This position will receive service orders from dispatch and the service manager for our external customers and will speak directly with our customers. Strong interpersonal skills are needed to team well with customers and project managers on projects for all departments within Communication Innovators. The candidate must be able to learn new things quickly, need minimal direction and handle multiple tasks simultaneously. Good technical troubleshooting skills are essential for working field problems.

Overview of Work Responsibilities:

- Receive, manage, and complete internal service orders including associated paperwork
- Serve as single point of contact for all assigned service orders
- Ensure service orders are completed on time, with proper closeout paperwork
- Manages other internal projects with non-complex scopes of work as needed
- Apply knowledge of key Avaya, Nortel and Mitel systems/PBX's.
- Resolves and/or escalates issues in a timely fashion.

Qualifications & Requirements:

- Minimum 2 year degree in technical field, B.S. preferred.
- Networking background preferred
- Excellent communication skills; good organizational and time management skills.
- Excellent troubleshooting skills and technology savvy with strong PC knowledge.
- 2-4 years of Telecom experience
- Valid driver's license
- Basic telecom tools and ability to utilize these tools
- Understanding of provider network facilities (POTS, T1, etc)
- Ability to adjust to rapidly changing priorities

Please email resumes to: hr@gotoci.com

“Developing Life-Long Customers”

PO Box 57037 ~ Pleasant Hill, IA 50317 – Ph: 800-424-5168 – Fax: 800-297-7896