

IP Phone Technician Wanted

ATEL Communications, Inc.: performs service, maintenance, repair, installation, and programming of multi-line business voice and computing systems, including key and PBX systems, IP telephony systems and CCTV. Responsible for all modifications, moves, changes, and installation of telephone services for all business customers. Responsible for preventative maintenance of telephone equipment, and may oversee the work of a Business Services Technician trainee, as well as provide sales referrals, site surveys, and customer relationship management.

Essential Job Functions:

- Installs, repairs and maintains all types of NEC, Mitel and Nortel PBX systems and associated equipment, including voicemail, facsimile terminals, paging and intercom systems.
- Installs, repairs and maintains all types of IP telephony systems and integrated access devices.
- Performs all modifications, moves, changes and installation of telephone services and devices.
- Locates trouble in telephone installations; repairs or replaces faults.
- Maintains and repairs existing equipment by using test sets to locate line trouble. Determines necessary repairs that may include repairing wiring, station protectors, ground connections, running new wires, and replacing jacks
- Setup networking address translation

Requirements, Knowledge, Skills, and Abilities:

- Knowledge of basic electronics, specification sheets, and circuit diagrams.
- Knowledge of basic switch gear such as DLink, Linksys, and Netgear
- Knowledge of Basic Ethernet
- Knowledge of IP addressing scheme and how to deploy
- Knowledge of IP subnetting
- Knowledge of DHCP and understanding of how it works
- Knowledge of Layer 2 and 3 of OSI model
- Knowledge of VOIP equipment and concepts
- Knowledge of Computer Ethernet and Windows desktop
- Knowledge of Microsoft Office products, such as, Outlook, Word, Excel, and Access
- Knowledge of FTP service and ability to use FTP
- Knowledge of telecommunications equipment operations and maintenance.
- Knowledge of key and PBX systems, IP telephony systems and Integrated Access Devices.
- Knowledge of IP routing
- Skill in operating service equipment including various hand tools and testing equipment.
- Ability to communicate with co-workers and various business contacts in a professional and courteous manner
- Ability to configure small Routers
- Ability to read and interpret documents such as maps, staking sheets, and operating and maintenance instruction manuals
- Ability to pay close attention to detail
- Ability to evaluate, test, and repair sophisticated equipment.
- Ability to improve or redesign procedures for specific installation/repair problems
- Ability to work independently and make sound technical decisions using information at hand
- Ability to effectively function as a team player

Education and Experience:

High School diploma or equivalent plus four years of related job training and work experience installing and maintaining electronic key systems, PBX installation, and repair, wiring & cabling and associated peripherals. Associates degree in a related field preferred.

Manufacturer's certificate of training on a least one telephone key or PBX system required. NEC certifications and experience strongly preferred. Other certifications such for phone systems, Cisco, Microsoft Certifications, etc. a Plus and helpful.

Interested in a career at ATEL communications Inc. then please go to:
<http://www.atelcommunications.com/careers.aspx>