

North Carolina Wireless, LLC

Job Title: Field Technician/Network Tech	Job Code: N/A
Department: Network/Customer Support	Job Grade: N/A
Revision Date: 8/29/2006	

Position Overview

A full to part time position depending on the skill set of the applicant. The position will require 70% in-office and 30% out of office, which may vary. Customer area is within 30-40 minutes of our Hickory office. Mileage and expenses paid for any fieldwork. The duties of this position will be to support service installers in the field with technical configuration of Wireless Broadband equipment. Also this position will require inner office work, customer support & special projects.

Essential Job Functions

- Technical Assistance on New Customer Installations
- Technical Assistance on existing customer support
- Inner Office customer support, helpdesk
- Ability to learn new technologies as it relates to Broadband Internet
- Good communication skills & ability to work together as a part of our team

Non-essential Job Functions

- Router & Switch Configuration
- IT Networking & Support
- Technical Presentations & Communication
- On-call & after hours support

Requirements

- Understanding of TCP/IP Fundamentals
- Broad understanding of most operating systems (Win 95, XP, 2000, etc)
- Broad understanding of Internet Applications (email apps, VPN, etc)
- Familiar with CAT5 Networking, cable termination & etc
- Good communication and presentation
- Good typing skills & office skills

Other Skills/Abilities

- Router & Managed Switch Configuration
- Willingness to learn new technologies
- Some on-call & after hours support

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.