



Arcomm Communications Corporation
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Telecommunications Technician-II

Does the term “telephony” mean anything to you? Is attention to detail in your wheelhouse? Is a butt set one of your tools-of-the-trade? If so, read on!

We’re a diversified telecommunications company seeking an experienced technician that can hit the ground running once s/he joins our team. Offering competitive wages commensurate with experience, benefits upon eligibility, and a Company vehicle, this opportunity is for an experienced professional who blends exemplary customer service with telecom expertise.

Your demonstrated knowledge should include:

- ✓ Investment in contributing to, and accepting ownership for, customer satisfaction and departmental teamwork to promote a rewarding client experience and successful work environment by accomplishing new and different requests and exploring opportunities to add value to job accomplishments.
- ✓ Conducting site surveys and meeting with other department contacts to plan and coordinate telecommunications systems.
- ✓ Planning telecommunications installations by studying customer orders, plans, manuals, and technical specifications; gathering equipment, supplies, materials, and tools, assessing installation site, and preparing an installation diagram.
- ✓ Performing installation and repair of telephone systems, VOIP, dial tone, PA systems, and peripherals such as hold music, call accounting systems, etc., for business and residential customers.
- ✓ Installing, maintaining and repairing communications circuits including dial tone, POTS lines, central office trunks, PRIs, Key System & PBX stations, and system grounding, all by following industry standards.
- ✓ Installing, maintaining, and repairing wiring/cabling at customer premises, as necessary.
- ✓ Verifying service by testing circuits and equipment; identifying, correcting, or escalating problems.
- ✓ Using appropriate diagnostic equipment to test and repair telecommunications circuits and systems.
- ✓ Coordinating with complimentary disciplines such as electrical, mechanical, structural, and/or environmental.
- ✓ Documenting system installations by labeling equipment and cables, recording configuration diagrams and specifications, and creating and storing database backups.
- ✓ Maintaining customer rapport by listening to and resolving concerns; answering questions.
- ✓ Maintaining safe work environment by following codes, standards, and legal regulations.

Physical Demands

While performing the essential functions of the job, the regularly required to practice good listening skills, communicate and exchange accurate information, identify and distinguish colors, stand, walk, bend, kneel, stoop, crouch, crawl, reach, work under desks or workstations, ascend or descend ladders, safely operate motor vehicles, lift – move – or transport 50-lbs to a height of up to 3’ and place items into a car, vehicle, or final position in the user environment.

Education

- ✓ High School Diploma or GED Equivalent

Additional Desired Skills and Experience

The following will certainly lend to additional eligibility:

- ✓ Intermediate working knowledge of telephone, PA and network installation and maintenance
- ✓ Session Initiated Protocol
- ✓ Knowledge of industry related test equipment and locating equipment
- ✓ Telephone Technical Certifications, or the ability to obtain, Avaya, Panasonic, or other relative systems

Arcomm keeps people connected. We keep employees connected through the right fit.

Sound familiar? Send us your resume and let’s connect. We look forward to hearing from you!

Relocation assistance or work sponsorship is not available. Candidates only, please. Kindly do not contact us with unsolicited services or offers. Thank you.