



Job Description: Installer / Service Technician

The MTC Installer / Technician is the primary company representative to interface with customers at their home or business. The Installer / Service Technician will be responsible for the installation, repair, and maintenance of MTC services in accordance with company policies and procedures.

Responsibilities and duties include but are not limited to:

- Installation and repair of telephone, cable television, internet, and IP enabled products and services at the customer premise.
- Complete installation of equipment and wiring in accordance with MTC policies and procedures and in a fashion suitable to the customer.
- Trouble-shoot, repair, and monitor MTC services to ensure highest customer satisfaction.
- Provide excellence in customer service and support.
- Market MTC products and services to the customer.
- Be familiar with customer premise equipment to understand, trouble-shoot, connect, and assist customer.
- Learn basics of network operation to assist in outage restoration, emergency powering, fiber splicing, etc.
- Interface with billing system, workforce management, and provisioning systems to complete service orders.
- Interface with Customer Service Dept. as necessary to insure efficient work order completion.

Requirements Include:

- Physically able to perform the above mentioned duties.
- Carry and set-up a 28ft -60lb ladder.
- Climb a pole to a height of 30 ft.
- Adaptable / Initiative to learn.
- Computer literate.
- Excellent customer service qualities and professional appearance.
- Positive working attitude.
- Valid driver's license which meets the MTC insurance requirements.
- Maintain a professional appearance and neat / orderly service truck.
- Comply with the Drug Free Workforce Act.
- Evening and Weekend "On-Call".
- Weekend and evening work schedule and overtime may be required.
- Administrative Duties as necessary to complete work order flow, interface with automated workforce management and provisioning systems.
- Follow safe working policies and procedures.
- Comply with Smoke Free Policy.