

Installer Technician

Job Title: Installer Technician

Job Location: Poplar Bluff, MO

Report to: Field Operations Manager

Status: Full-Time

Overview: Circle Fiber strives to provide state-of-the-art communication services combined with exemplary customer care. We are a fast-growing telecommunications company building 100% fiber optic networks. Circle Fiber specializes in fiber to the premise high speed internet, voice and managed WIFI solutions. We are committed to providing the best overall customer experience while providing the fastest network to the communities in which we serve.

Job Summary: The successful candidate will work under limited supervision, performing basic to advanced installations, disconnects and service changes for residential and commercial customers for Circle Fiber services including high speed internet, managed WIFI and Voice over IP telephone service. Perform basic customer premise troubleshooting from the fiber terminal or the ONT to customer's electronic devices. Educate customers regarding their existing and new services, inform them about other Circle Fiber services, and propose solutions to customer problems. Work outside on customer's premise or within customer's home or business.

Specific Responsibilities:

- Requisition equipment and supplies, stock vehicle and maintain company truck.
- Perform basic installations, disconnects, reconnects, service upgrades and downgrades, and relocates for residential single family, multi-family and/or multi-dwelling units
- Testing and troubleshooting services to customer electronic equipment.
- Maintain accurate records including time worked, daily logs, inventory checks, gas sheets as required; properly record all required information on data devices and/or work orders.
- Operate Company vehicle in a safe and responsible manner.
- Adhere to industry specific, local, state and federal regulations, as applicable
- Perform other duties as requested by supervisor

Qualifications:

- College preferred; High School Diploma or equivalent work experience.
- Ability to read, write and speak the English language to communicate with customers and employees in person, on the phone, and by written communications in a straight-forward and professional manner.
- Be able to follow detailed instructions and complete all tasks in an efficient manner.
- Excellent customer service skills.
- Ability to use the following hand tools electric drills, hammers, wrenches, screwdrivers.
- Ability to walk over all types of terrain in all kinds of weather while carrying tools and equipment.
- Ability to carry, climb and operate extension ladder.
- Ability to work while standing 50 - 70% of the time.
- Ability to work with small components and wires to make cable connections.
- Ability to travel (including during inclement weather) to and from assigned territories and company facilities.
- Ability to work outside for extended periods in any season and/or during inclement weather.
- Valid state driver's license and non-negligent driving record.

This is not meant to be an exhaustive list of duties and responsibilities. Position may require additional tasks, duties or projects as assigned.

Circle Fiber is an equal opportunity employer. All employment decisions are made without regard to race, color, age, gender, gender identity or expression, sexual orientation, marital status, pregnancy, religion, citizenship, national origin/ancestry, physical/mental disabilities, military status or any other basis prohibited by law.

Circle Fiber believes in providing a safe work environment, we conduct drug and background checks in our recruiting/hiring processes. AA/EOE, M/F/D/V

To apply for this position, please send resume to address below:

Human Resources

Big River Communications

24 S Minnesota

Cape Girardeau, MO 63703

hr@bigrivercom.com