



INSTALLATION TECHNICIAN POSITION OPENING

WHO WE ARE:

Founded in 1906, Bascom Communications is a locally-owned telecommunications cooperative dedicated to serving the residents, businesses, and institutions in Seneca and surrounding counties.

As a trusted industry and local leader, we've expanded our state-of-the-art fiber network to deliver fast, reliable internet, phone, entertainment, and security services. Our mission is to connect people to the possibilities of the world, transforming lives through dependable and advanced communication solutions.

We are proud to live and work in the same community we serve, and our commitment to local support, economic development, and community engagement is unwavering.

Now in an exciting phase of rapid growth, Bascom Communications is seeking a skilled, motivated, and mission-aligned team member to join us in shaping the future of connectivity for the communities we serve.

WHO YOU ARE:

- a) Are you a self-starter, driven to accomplish goals and tasks, and for whom accountability, communication, care, and character are demonstrated through your actions?
- b) Are you motivated to exceed customer expectations by doing for customers what you would want done for you?
- c) Are you inspired to serve the Community and work for the greater good?
- d) Are you mechanically inclined and like to work with your hands? Are you a Mister or Miss Fix it?
- e) Do you have a mind for technology, or a knack for handling computers, smart devices, and the tv remote?
- f) Are you driven to make things better, safer, simpler, more efficient, and more fun?
- g) Do you thrive in a changing workspace?

If you answered yes to these questions, we'd love to speak with you about this opportunity!

RESPONSIBILITIES:

Summary: The Installation Technician installs, monitors, and supports the full range of products and services, including telephony, wireless, fiber, CATV/Video, and security. The position also supports the property management of our campus facilities.

Essential Duties and Responsibilities include the following.

1. Configure, provision, test, and optimize customer premise equipment for installation in the field.
2. Inspect customer premises to assess and determine the best installation approach.
3. Install and maintain customer premises equipment (telephone, security, video, wireless, and broadband), including routing and placement of cables and splitters, and mounting equipment.
4. Conduct initial customer orientation on services.
5. Document and or log equipment and any changes upon job completion, coordinate with the plant, IT, and customer experience team, as needed.
6. Proactively monitor network and addresses equipment and connectivity issues.
7. Maintain equipment inventory and keep supplies stocked in vehicle, verify order receipts.
8. Provide customer tech support and maintain excellent rapport by listening to and resolving concerns and answering questions.
9. Support the drop crew with site surveys, locates, fiber drops, peds and handholes maintenance, etc.
10. Participate in On-Call rotation for after-hours customer/technical support.
11. Undertake property management tasks to support facility maintenance.

REQUIREMENTS:

- Valid driver's license, safe driving record, and insurability
- Ability to meet physical demands of job
 - Sitting or standing for extended periods of time
 - Climbing ladders
 - Lifting equipment and packages up to ~50 pounds
 - Reaching, bending, twisting, crawling.
- Ability to operate hand tools
- Willingness to learn
- Good hand-eye coordination
- Communication and teamwork skills
- Pass pre-employment drug screening
- Commitment to safety regulations

ADDITIONAL CONSIDERATION GIVEN FOR:

- Previous IT support experience
- Previous customer premise installation experience (HVAC, low voltage, electrical, plumbing, etc)
- Home security system experience
- Experience or certification with Cisco equipment
- Previous Linux or VMWare experience
- Vocational training in the trades, and Associate's and/or Bachelor's Degree in Information Technology, telecommunications, or related field(s) or equivalent experience

WHAT WE PROVIDE:

- Full suite of benefits, including PTO, life insurance, health/vision/dental, flex spending, 401k
- Bonus eligibility
- Stipend eligibility
- Pay based on experience, skills, education, certifications. Starting pay range \$19-\$22/hour.

INTERESTED?

Please submit your resume, cover letter, and salary requirements to jobs@bascomtelephone.com.

We look forward to meeting you!

Equal Employment Opportunity.

Bascom Communications is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, religion, color, sex, sexual orientation, national origin, disability, age, military status, ancestry, or any other protected characteristic as outlined by federal, state, or local laws.

Bascom Communications ensures that applicants for employment are considered for employment, and that employees are treated during employment, without regard to their race, religion, color, sex, sexual orientation, national origin, disability, age, military status, or ancestry.