



GREENFIELD COMMUNITY ENERGY & TECHNOLOGY
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Internet & Phone Installation Technician

Greenfield Community Energy & Technology (GCET) is a city owned economic and community development not-for-profit start-up business launching in July, 2016. We provide critical telecommunications technology services to residents and businesses fostering community and economic development growth in the city of Greenfield, Massachusetts.

Our Mission is to deliver advanced carrier-grade fiber/wireless communications infrastructure and services which enhance the quality of life of every citizen and business who chooses to call Greenfield home. We do this by operating as a facilities based Tier 2 Internet, telephone and advanced data services provider. For more information, please visit www.GCET.net.

PURPOSE OF THE POSITION

The Internet & Phone Installation Technician reports directly to the Outside Plant Manager and is responsible for serving customers by installing and servicing Customer Premises Equipment in homes and businesses. Responsible for pre-wiring, installing, programming, and maintenance of products.

The successful candidate will help create a fun, caring environment for employees and customers, which inspires both employee engagement and customer satisfaction. This is a tremendous opportunity for an Installation Technician who enjoys working to help build a business which will have a profound impact on the quality of life of our citizens.

RESPONSIBILITIES

- Install, move, and modify telecommunications and related equipment according to job order specifications, standards, and procedures
- Diagnose equipment malfunctions
- Repair voice and data equipment
- Maintain and report accurate records of hours and materials used
- Perform work 24/7 when necessary as maintenance / emergencies arise
- Report and monitor service order changes
- Install wireless and wired network equipment on utility pole rows as well as inside and outside plant construction.
- Train the customer on system use
- Safely operate an aerial lift vehicle/bucket truck and ladders.
- Maintains rapport with customers by examining complaints; identifying solutions; suggesting improved methods and techniques; recommending system improvements.
- Documents service and installation actions by completing forms, reports, logs, and records.
- Maintains customer confidence by keeping service information confidential.
- Perform other related duties as required

QUALIFICATIONS

- Proven field service experience
- Ability to troubleshoot, test, repair and service technical equipment

- Ability to maintain and read installation documents and manuals.
- Ability to work flexible shifts and to adapt to changing work schedules
- Familiarity with mobile tools and applications
- Technical degree or certification
- Excellent communication and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external people
- The successful candidate will maintain strict confidentiality
- S/he must also be honest and trustworthy, demonstrate sound work ethics, be respectful of others and be flexible.
- A multi-tasker with the ability to wear many hats in a fast-paced environment

PHYSICAL DEMAND

- The employee must regularly lift and /or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee is occasionally required to sit.
- While performing the duties of this Job, the employee is regularly exposed to work near moving mechanical parts, and work in high, precarious places.
- The employee will be exposed to outdoor weather conditions and risk of electrical shock. The employee is occasionally exposed to wet or humid conditions (non-weather).

COMPENSATION AND BENEFITS

This is a 40/hour Non-Exempt position with compensation of \$16.83/hour

Health Insurance – 80% employer, 20% employee paid

Basic Life Insurance – 100% employer paid

Municipal Pension Plan

Group Term Life Insurance – 100% employer paid (1X annual salary)

ST & LT Disability

Additional Voluntary Benefits Are Available and Are Paid by the Employee:

- Dental Plan
- Supplemental Life Insurance
- Flexible Savings Account
- Deferred Compensation Plan

GREENFIELD COMMUNITY ENERGY & TECHNOLOGY

GCET launched in July 2016 as a carrier-grade Tier 2 Telecommunications Service Provider. We are searching for the right team of great people to help us make a significant impact in community and economic development in the city of Greenfield MA.

What does “the right team of great people” look like?

First off, they are knowledgeable and experienced people who work very well with each other. They enjoy working with their colleagues and they help each other become even more successful.

They also recognize that every customer is important – our only reason for being. The right team of great people work together to help resolve issues and they make the customer experience their #1 goal.

At GCET, who you are is more important than what you know. Having the right set of skills and experience is important, but it is just the start. We hire great people with the right mind-set – and we give them the resources, support and freedom they need to succeed.

If you believe in GCET's Mission, enjoy working with great people, and have the desire to work in a business where you can truly make a difference – we'd like to hear from you.