

IT Installer Technician

Job Description

We're looking to add an experienced technician to serve our current & growing customer base. CORPTEK is in search of an IT Technician/Installer. Depending on-call coverage needs and your demonstrated performance, this position will work between 32 and 40 hours per week. Candidates must be able to work shifts that involve weekdays - Monday -Friday 9am – 5:30pm and some weekend days (on-call). This position is based in Cleveland, TN. Local travel to customers in surrounding markets (i.e. Chattanooga, Athens, Knoxville, etc.) will be required.

Essential Duties and Responsibilities:

As an IT Technician/Installer, you are responsible for receiving, documenting, and resolving software, hardware, and network issues reported by our customers via telephone, e-mail, chat and in person. This role will also be expected to fulfill installation projects.

- Rack construction, pulling cable, and preparing equipment for installation
- Maintains and administers computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations.
- Installation of completed racks, projectors, monitors and related submounts
- Assists with testing of system components to assure system completeness
- Assures each system's physical completeness is in accordance with installation drawings
- Maintain an on-going dialog with Office Coordinator and Project Manager, ensuring that work quality, performance, and materials meet required schedules and expectations.
- Ability to terminate Data Cables, Install Patch Panels, Terminate Fiber Optic Multi Mode and Single Mode using Corning hardware as well as test cables and fiber for proper termination.
- Document workflow in a ticket management system. Maintain technical instructions for standard processes.
- Ability to install data cables, J-Hooks, data jacks, patch panels, cable management equipment, and fish wire through finished walls without damaging the walls.
- Familiar with the safe use of power hand tools drills, vibrating cutting tools, saws, and masonry cutting tools.
- Ability to crawl through attics and through floor crawlspaces to replace and/or install cabling and network equipment.
- Be able to handle customer concerns and resolve any issue turning it into a positive experience for the customer.

- Ability to work under time constraints with often several projects at the same time – prioritizing what's most urgent and critical.
- Ability to document work processes on our online tracking applications.
- Experienced in resolving issues with POTS Phone Lines, Televisions, Streaming Devices, AV Equipment, Bluetooth Devices, Ubiquiti, Adtran, Zyxel and other brands of ONTs, access points, routers, and switches.
- Experience using Klein Network Scanner, Line Tracers, Digital Multi-meter, Fiber Optic Light Meter, and other tools.
- Keep & maintain a clean, organized, and orderly work place and shared work space and vehicle.

Preferred Previous Experience

- 2+ years of experience installing Data Cables, Access Control, Surveillance Cameras, CCTV Equipment.
- 2 years' experience working with computer technology in a business environment.
- Experience with data cable installation and termination required.
- Demonstrated excellent customer service skills.
- Windows, Android, and IOS device familiar, Internet and Network (LAN/WAN) troubleshooting experience.
- Technical certifications, such as RCCD, Security+, A+, Net+, must be familiar w/ command line and network command line, or other relevant certifications a plus.
- Must be willing to work in a smoke-free environment.
- Be willing to complete a background check.
- Reliable transportation. Good driving record and current automobile insurance.
- Demonstrated high responsibility and self-motivated skills.
- Goal-oriented with a growth-mindset.
- Ability to climb a ladder and do installs.
- Ability to work at heights over 20 feet.
- Ability to carry 50lbs or more.

Exceptional people skills and character are essential to CORPTEK. Growth mindset with a life-long learning approach to how you work is key to your success with us.

Characteristics of a great candidate include:

- Tech Savvy
- Integrity
- Caring and Helpful
- Ability to adjust and adapt quickly to the daily demands

- Detail-Oriented
- Confidence
- Ability to think and work with a high-functioning team
- Sharing attitude - care to help others learn more and be more productive and effective with their technology

Previous leadership and/or volunteer leadership role experience is highly desired (especially in high school, college, community - not necessarily in a paid, job position)

30-day and 90-day reviews based on your training schedule and pay will adjust according to job performance.

Bonus and commissions will be available for this role and eligible upon start date. This is important to consider and a real way to make more income in the role.

This is an excellent opportunity to be a part of a growing company.

Job Type: Full-time

Salary: Based on Experience and Skill Set. Whatever your starting salary, within 1 year a successful candidate in this role will have an increase in salary.

\$36,000.00 - \$65,000.00 per year

Benefits:

- Employee discount
- Holiday Pay for six Federal Holidays

Schedule:

- 8 hour shift
- Occasional Weekend Availability

Supplemental pay types:

- Bonus pay
- Commission pay

Work Location: Base One location. Our customers are in Tennessee, Georgia and Alabama. We limit travel to same-day travel in most cases.

To Apply:

Email your resume to jobs@corptek.cc.