

JOB DESCRIPTION

Job Status: Permanent / Full Time

Title: Service Delivery Activations Technician - Tier 2

Reports to: Supervisor of Access Service Delivery

Position Overview: The Activations Technician will work on a collaborative team focused on remote installation of varying services types with related network equipment. We are looking for someone passionate about staying up-to-date on their product knowledge and technical skills. Performs remote test and turn up as well as coordinates with various internal and external organizations, to provide quality products and services to Spectrotel Customers.

Essential Functions:

- Responsible for ensuring completion of service install as well as test and turn up of various products lines including but not limited to coax, broadband, fiber, wireless and Ethernet services.
- A good understanding of OSI Model and layers, network concepts (routing, TCP/IP, firewall, NAT), with the ability to configure networks for fast, secure, reliable operation.
- Configure and/or troubleshoot network and internet related technologies, including LAN, WAN, Wireless, DHCP, DNS, VPN, vLAN, routing and Firewalls.
- Initiate LNP events for VOIP services on the scheduled due dates.
- Coordinate and schedule field dispatches as needed.
- Be able to trouble shoot and handle issues that may arise at the time of test and turn up or during equipment installation.
- Manage customer expectations through proper communications.
- Update work queues and comment to customer accounts.
- Quality Assurance review of both the Service Delivery Process and Billing.
- Ability to navigate ordering systems for a number of different providers.
- Ability to read and understand carrier records.
- Understanding and application of Spectrotel products & business rules.

Other Duties:

- Perform any duties within the scope of Spectrotel's daily operations to serve the needs of the business as dictated by the Director/Manager.
- Perform other duties assigned by management



We keep it simple. We make it personal.

Education, Job Experience and/or Required Licenses:

- Experience configuring or troubleshooting, routers/switches, LAN/WAN networks, Firewalls and IP phones required.
- Knowledge of Cisco, Fortinet and Meraki Product Suites preferred.
- Conceptual understanding of cloud technologies.
- Post-secondary education in a related field or equivalent work experience preferred.
- Previous experience in telecommunication provisioning preferred but not required.
- Have a working knowledge of MS Outlook, MS Excel & MS Word. MS Project a plus.
- Extremely professional with excellent interpersonal, relationship, and communication skills (written and oral)

Special Requirements:

- Work overtime as requested by management to maintain efficiency & production.
- Organization, problem solving, communication and project management skills.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Company recognizes that an individual with a disability may require an accommodation to enable him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.