



Mitel/Telecom Field Technician- Full Time

Job Description:

Overview- the Candidate for this position will provide customer service and field support to clients by performing routine technical tasks of basic to moderate-complexity.

The Mitel/Telecom Field Technician provides outstanding customer service and field support to clients by performing in-depth system health checks on both Mitel's core and third party supported products as related to maintenance, installation, upgrades and changes for telecommunications systems. Performs complex system maintenance and advanced troubleshooting in both voice and data environments as they integrate with state of the art VOIP applications. The tasks are from moderate to difficult in complexity. Engineer will be required to install, repair, test, upgrade, and maintain enterprise-wide systems, including LAN, WAN, telecommunications, client/server configurations, computer hardware, software, tools, and testing equipment.

In addition, this position will:

- Maintain advanced internal and external product/industry certifications.
- Provide technical experience in the deployment of simple to complex enterprise solutions.
- Perform Enterprise design –
 - Universal numbering plans
 - Universal dialing plans
 - Advanced Applications compatibility and Integration
 - Clustering and Resiliency in both an single or multiple system environments
- Interface with customers' local/corporate MIS personal or appointed third party data vendors
- Employ practical experience with the integration of third party products to the Mitel platform.
- Utilize experience with complex troubleshooting.
- Utilize Lab systems for problem resolution and validation.
- Provide critical technical expertise

Qualifications

- High school diploma or GED is required.
- Recent Mitel telecom certifications are required.
- A foundation and fundamental understanding in as well as skills with devices, systems components, networks, and protocols is required- LAN, WAN, Networking.
- The ability to install, troubleshoot, configure and manage computers and basic networks is also required.
- The ability to proficiently maintain and troubleshoot a variety of network operating systems is also required.
- A valid driver's license and good driving record that meets PSS's minimum insurance requirements and standards is required.
- Excellent Customer interaction skills a must.
- Must be able to read and write English fluently.
- The ability to work after normal hours, evenings, weekends and holidays as needed
- Not limited to a local area or region. Knowledge and skill set can be deployed nationwide. Travel may be required.
- On-call responsibilities.

Experience:

- Three to five years recent experience performing technician level telecommunications field installations of the Mitel product line is required.
- Experience should include installation, testing, troubleshooting and repairing twisted pair cabling systems.
- The ability to install, troubleshoot, configure and manage computers and basic networks is also required. The ability to proficiently maintain and troubleshoot a variety of network operating systems is also required.
- A strong mechanical aptitude is essential. Recent Mitel Certifications are required.
- Additionally, incumbents should possess a working knowledge of ANSI/TIA/EIA cabling standards and the National Electric Code.

Physical Capabilities

- Involves some travel to off-site at client locations.
- While not frequently exposed to unpleasant or hazardous working conditions, may occasionally be required to perform work in a construction area where a hard hat is required.
- Must have the ability to climb up and down ladders, stoop, bend, kneel and crawl.
- Manual dexterity is required to manipulate wires and the ability to distinguish colors that identify telecommunication cables is also required.
- Frequent lifting and moving equipment weighing 50 lbs. is required.
- Pre-employment screenings may include:
 - Reference and background check
 - Education and Credential verification
 - Criminal history check
 - Drug screen

PSS Communications, Inc. is an equal opportunity employer who provides extensive employee benefits. **Please Email resume and Mitel Certifications to: employment@psscomm.net**