



Sherwood Mutual Telephone Association, Inc.

105 W. Vine St. | P.O. Box 4572

Sherwood, OH 43556

Phone (419) 899-2121 | Fax (419) 899-4567

Technician:

This position is responsible for the installation and repair of communications access equipment, lines and services for residential and business telephone, high-speed internet, and Digital TV customers while providing a superior level of customer service and commitment to safety. Other duties include troubleshooting service lines and wireless CPE, responding to customer complaints and requests, and operating company equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Includes the following and other duties may be assigned as required:

- Installation and maintenance of copper and FTTH carrier systems.
- Plan and complete installs for new services and equipment for customers by installing copper and fiber drops, network interface devices, ground wires, in-home wiring, station protectors, jacks, modems and wireless routers, and set-top boxes.
- Recognize and inspect existing ground wiring or make new ground wiring according to code in order to protect employees, customers, and equipment from electrical shock or damage.
- Recognize and understand how to configure customer's equipment to connect to the Internet via modem/wireless router and set-up IPTV service, including connecting standard consumer electronic devices (DVD, computers, laptops, tablets, smartphones, etc.).
- Repair, replace, and splice under-ground cable (copper and fiber) to restore services to provide a superior level of service.
- Provide a high level of customer service, educate customers on the use of products and services, and recommend products and services to meet customer needs.

JOB QUALIFICATION AND REQUIREMENTS:

- High School Diploma or equivalent education required.
- Experience in specialized technical courses or equivalent work experience a plus.
- Any certifications a plus (Copper/Fiber Splicing certificate or Adtran/Calix Access Equipment certificate).
- Experience with routers, switches, wirelesses networking and IP addressing.
- Valid or ability to obtain an Ohio driver's license and acceptable driving record.

Please send your resume to: SMTA, PO Box 4572, Sherwood, OH 43556, drop off at our office 105 W Vine St., Sherwood, OH 43556 or email to: info@smta.cc.