

Combination/Telecom Network Technician

Job title:

Combination/Telecom Network Technician

Company intro:

Wellman Cooperative Telephone Association (WCTA) is your hometown communication provider who has been proudly serving its members since 1952. WCTA is an independent communications company that provides broadband Internet, Telephone and Video service to approximately 1,200 subscribers in the Wellman, Parnell, rural Kalona, and rural Williamsburg areas, including portions of Washington, Johnson, Iowa, and Keokuk counties. WCTA offers first-class services comparable to those of any metropolitan area along with the personal service one would expect from a small-town company. Our priority is to provide our members with the high-quality services and support they can trust and rely on.

Job position description:

WCTA is currently looking for a full-time Combination/Telecom Network Technician who can multitask and enjoys working in a fast-paced and always changing environment. An ideal candidate would have an outgoing and friendly personality ready to greet and serve our members whether it be in person or over the phone. The priority for this position is frontline customer service/technical support as customer relations are especially important to us. In this position you will be responsible for maintaining and supporting the services and products we offer to our members.

Individual will be tasked with data provisioning customers, installing, and troubleshooting services and products we offer. Other high priority tasks will include fiber locating, fiber splicing, service drop installations to new locations and maintaining plant records in our billing system/databases. Computer skills and understanding of home network/routers along with internet connected devices required. Other maintenance duties will include ongoing fiber maintenance, mowing and building maintenance at company owned properties and sites. This position requires participation in the on-call rotation to assist in the handling of after-hour service calls. WCTA may be willing to provide additional training for the right candidate who has a good attitude, work ethic and pays high attention to details and values accuracy.

Required Qualifications

- Telecommunications Technician Experience.
- Excellent Communication Skills both Written and Verbal.
- Strong Computer Skills and proficient with Microsoft Office Products.
- Ability to lift 50lbs.
- Driver's License w/clean driving record

Preferred Qualifications

- CompTIA Network+ or similar qualification.
- Fiber Splicing Experience.
- Cable locating Experience.
- Ability to run and maintain Back-hoe / Drop Plow.

Knowledge, Skills, and Abilities

- Punctual
- Accountability
- Self-Motivated
- Detail Oriented
- Willingness to learn.
- Outgoing, Friendly, Enthusiastic

Benefit Package Includes

- Competitive salary
- Company-funded 401K Plan
- Health, Dental, Vision, Life, Short Term and Long-Term Disability Insurance

- Paid Time Off, 12 Paid Holidays

Equal Employment Opportunity

Every decision made at WCTA concerning hiring, promotion, compensation, training, assignment of job responsibilities, termination, or any other aspect of the employment relationship is made without regard to any legally protected characteristics such as race, creed, color, national origin, religion, sex, age, sexual orientation, gender identity, physical or mental disability, genetic information, veteran's status, or other characteristics protected by applicable federal, state, or local laws.

How to apply

Applications should be submitted on-line on our website at the following link - <https://wellmantelephone.com/wcta-employment-application/>. If you are unable to submit your application on-line, please email resume to dion.s@wellmantelephone.com