

Job Description

Job Title: **Field Technician**
Department: Member Services
Contact: Human Resources at: hr@mesanetworks.com

Date: September 10, 2007
Office Location: Frederick, CO

Mesa Networks, is a Colorado based company recognized as one of the ten largest and fastest growing Wireless Internet Service Providers in the United States. The company was ranked as the 5th fastest growing privately held companies in northern Colorado by the Northern Colorado Business Report. Mesa Networks connects communities along the Colorado Front Range.

Are you a bright, articulate person who wants to learn new technologies in a fast growth, career oriented company? If so, we have the perfect opportunity for you as a Field Technician located in our Frederick, Colorado location near I-25 at Hwy 52.

Basic Function

Our Member Services team supports Mesa Networks broadband Internet users; resolving technical and user training issues, while maintaining a high level of customer satisfaction. The Field Technician is responsible for conducting onsite repair and maintenance for the end user in a timely manner.

Responsibilities

- Assisting in the resolution of diverse end user support issues and provide positive impact on customer satisfaction
- Acquiring and maintaining current knowledge of the network configuration, troubleshooting methods and tools, and specific customer applications in order to provide technically accurate solutions to customers.
- Detailed understanding of Motorola Canopy equipment and installation/repair procedures
- Provide field support to installation and network technicians as circumstances dictate
- Perform work on customer premise in a professional and aesthetically pleasing manner.
- Perform maintenance/installation of CAT5e LAN and WAN Ethernet systems.

Qualifications:

- A minimum of two years of related work experience is required
- Basic knowledge of PC operating systems and network applications such as web browsers and email clients.
- Basic knowledge of computer networks involving local area networks (LAN), and wide area networks (WAN).
- Demonstrated customer service skills with a focus on resolving issues in a timely manner
- Team player
- Flexibility is required: hours can vary by the day; some Saturday's may be required
- Ability to train others on areas of technical expertise
- Able to adapt in a fast-growth and changing work environment
- Ability to safely work on rooftops utilizing 6' to 40' ladders
- Willingness to work from towers at heights up to 200'
- Safe driving record and a valid drivers license
- Ability to lift up to 75lbs
- Ability and willingness to work in a wide range of weather conditions (i.e. extreme temperatures, snow, rain, wind)
- Self starter whom can perform job duties without supervision

Skills

Excellent Communication Skills
Interpersonal Skills
Diplomacy

Written Communication Skills
Customer Service
Organization



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Negotiations
Professionalism
Time Management

Presentation
Personal Computing
Microsoft office applications

Education/Training

Professional training with broadband point to multipoint or radio point to point links is a plus but not required. Understanding of computer systems and computer networking is required.

Mesa Benefits

Salary, bonus opportunities, medical and dental benefits, and employer matching 401K savings program

This position offers opportunity for personal career development