

Telecom Technician

smplsolutions, a Toshiba Phone Systems Dealer and Microsoft Certified Partner, is a growing technology company providing voice, data and video installation and maintenance to small and medium sized businesses. Our company specializes in VoIP and advanced solution installations for both telecom and data. We also provide cabling services.

Position includes installation of new phone systems as well as troubleshooting, repairing and maintaining existing systems. Technicians may be cross trained for data and video system installations and maintenance. The majority of your work responsibilities will be performed at our client's sites (counties of Orange, Los Angeles, Riverside, and parts of San Bernardino and San Diego).

QUALIFICATIONS:

- Prefer Applicant's with a minimum of 3 years of experience in SIP/VoIP Telecom and experience with Toshiba Strata and CIX systems. Full understanding of VoIP architecture, including SIP and VoIP implementation.
- Must have a thorough understanding of call flows and signaling protocols which include SIP, RTP, TDM including ISDN, DTMF and FXS/FXO, TCP/IP, LAN Switching, Routing protocols, L2/L3, device configuration, VLAN, etc.
- Expertise in many of the following technologies and protocols: SIP, RTP, IP, TCP, UDP, DNS, DHCP, Ethernet, firewalls, IT security best practices.
- Knowledge of telecom principals and terminology, including DID and Toll Free numbers, LATA OCN and NPA/NXX.
- Technician must have a good working knowledge of key telephone systems and integrated access devices used to deliver voice and data services.
- In-depth knowledge of Unified Communications technologies, including messaging, voice and video technologies.
- Experience working with telecom carriers turning up and troubleshooting IP and or TDM circuits.
- Technician will be required to configure integrated access devices, routers and modems for voice and Internet connectivity as well as install and service Toshiba Telephone Systems.
- Must have and maintain a clean driving record.
- Working knowledge of Microsoft Office Suite.

JOB RESPONSIBILITIES:

- Technician will be responsible for all site walks, field installs, service activations – including T-1, PRI, DSL, and POTS along with fault finding of inside wiring, edge equipment and services at client locations.
- Pre-programming of equipment and some project management will be required.

- Technician will be responsible for all areas associated with the client's equipment and environment from demarcation to the network interface.
- Work with various parties to coordinate, trouble shoot and isolate network issues.
- Perform programming changes both onsite and remotely for Clients.
- Required to stay current with training and knowledge of new equipment being installed.
- Entering billable time electronically in a timely manner using correct spelling and grammar.
- Must check in and out of job sites.
- Must arrive onsite on time and notify Dispatcher if you are running late.
- Must be able to lift 40 lbs.

Technician must have a complete set of technician hand tools, test set, toner & probe, etc. Some tools will be provided.

Hourly rate compensation will be a direct reflection of capabilities and experience. In addition to the base hourly rate, we offer 90% (of employee) company paid health insurance, company vehicle, gas card, incentive payments, paid holidays, paid vacation, company laptop, reimbursement for cell phone and high speed Internet home connection. We offer a very generous, well rounded package. We are an equal opportunity employer and a fun place to work!

Interested applicants email your resume to HR@smplsolutions.com