

## **Rodine Communications Inc. Job Descriptions**

### **PBX Technician**

#### **Scope**

The PBX technician provides on-site telecommunication support in the field. Candidate must be able to work independently or as a team player. Candidate must have extensive knowledge in PBX database programming and telecommunications wiring codes.

#### **Principal duties and responsibilities**

- Installs, repairs and troubleshoots customer service orders
- Performs moves, adds and changes for customers
- Searches for problems customers are experiencing with PBX equipment
- Provides high level of customer service
- Handles paperwork for orders and transports materials to work-site
- Able to take a lead role in larger installations and upgrades

#### **Requirements**

- High school diploma or GED
- 3-5 years in working with PBX equipment
- Ability to work effectively with co-workers and fulfill customer requests
- Capable of installing specific applications such as Norstar MICS, Norstar CICS, Call Pilot 100/150.
- Nortel Option 11c-81c, OTM, Meridian Mail. Not required but preferred
- Must have PC skills commensurate with current technology for working on PBX platforms. This to include remote connectivity to systems, VPN, dial-up networking etc.

Send Resume to the following:

[Jobs@rodine.com](mailto:Jobs@rodine.com)

Fax: 970-526-5070

Rodine Communications Inc.

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