

<b>Job Title:</b>	<b>Upgrade/Install Technician</b>	<b>Send Resume:</b>	hr@resortinternet.com
<b>Location:</b>	Frisco, CO	<b>Travel Required:</b>	Some
<b>Salary:</b>	\$45,000-\$58,000 Mid \$48,000	<b>Position Type:</b>	Full-time
<b>Direct Report:</b>	Installations Manager	<b>Benefits:</b>	Company Pd Medical Insurance, Paid Vacation/Sick, \$500 Annual Wellness benefit, 401K with company match.

**Job Description Summary:**

Upgrade Technician is responsible for managing all upgrade requests and one-off sales orders that require installation work. This position is expected to schedule all upgrade work, effectively communicate with clients, complete upgrade installations in a timely manner, and accurately track information in the ticketing system to meet operational goals.

**ROLE AND RESPONSIBILITIES**

- Scheduling/Client communication
  - Receive tickets and communications from Inside Sales Manager.
  - Communicate with the client directly and in a timely manner regarding timeframes and availability.
  - Self-managed scheduling that meets client’s needs.
- Upgrade installations
  - Use Knowledge bases, Network Monitoring System, Ticketing System, and Installations Manager to gather information on specific property layouts/configurations.
  - Track equipment used and document all information related to the installation in the ticketing system according to Company standards and requirements.
  - Maintain quality control of each upgrade to meet Company standards.
  - Run data and Coaxial cabling from distribution centers to client unit.
  - Coordinate with Engineering to ensure new hardware is fully functioning prior to leaving client unit
- General
  - Customer interaction, instructing guests on proper use of equipment, and other troubleshooting as requested.
  - Enhancing the organization’s reputation through professional and personal accountability for accomplishing installations to completion in a neat, efficient manner.
  - Assist with regular installation work when required by Installation Manager or VP of Installations.
  - Other work projects/tasks as assigned by VP of Installations.

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- Knowledge and expertise with satellite television systems, including installing dishes, calibrating and programming equipment, testing signal strength, identifying and correcting issues.
- Knowledge and expertise with RF and Wifi signals, understand how to assess results to locate and repair as needed any signal strength impairments that directly impact end user experience.
- Install cable runs including Cat5, Cat6, Coax and Fiber Optic.
- Expertise with cable splicing using hand tools and mechanical equipment.
- Effective and professional communication skills with both internal and external customers.
- Exceptional time management, organizational and strategic planning skills.
- Familiarity with Office, including excel, outlook and pdf software.
- Lift and carry up to 50lbs, be able to stand, bend and climb ladders.