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| Job title: | Communications Technician |
| Department: | Customer Support |
| Location: | North America / Houston office |
| Supervisor: | Director, Customer Support |
| FLSA: | Non-Exempt |

Job Description

Job purpose:

As a Communications Technician you will be responsible for troubleshooting, programming, and repairing of 2-way radio (handheld, mobiles, & repeaters), MSAT component diagnosis & repair, VSAT build & test, and build/test of other non-standard communications packages as needed.

Duties and responsibilities:

- Process equipment RMA's, with emphasis on maintaining consistent customer communication throughout the life of an RMA, verification of warranty status, inspecting equipment to determine necessary repairs, performing in-house repairs when applicable, and coordinating with equipment manufactures as needed to facilitate offsite repairs.
- Perform initial build/configuration/test of VSAT equipment prior to shipping to customer locations for installation.
- Assist with radio and Microwave equipment programming, system setup/integration and testing as needed.
- Program & Test 2-way radio equipment (handhelds, mobiles, and repeaters) prior to deployment to customer locations.
- Participate in vendor training & company cross training to improve knowledge of all NI products offered.
- Create & collect all related documentation including diagrams, IP assignments, and additional equipment configuration, to be stored in CRM.

Qualifications:

- A high school diploma or equivalent is required; any incumbent must be committed to self-development including lifelong learning, regardless of their formal education.
- At least 2 years of strong communications installation & programming background, with emphasis on Motorola systems, L-Band products, VSAT, and MSAT technologies.
- Certified Motorola technician is a plus.
- Newtec modem & Cobham Antenna experience preferred
- Must know how to use an RFI, Watt meter, Spectrum analyzer, and other test equipment.
- Proficient with Microsoft Office 365 suite.
- Must be self-motivated and team oriented.
- Must have clean driving record, valid driver license and be insurable.

- Must pass a background check and 10 panel drug screening.
- An ability to travel occasionally.
- A valid passport without restrictions.
- Personal Characteristics: problem solving, strategic thinking, confidential and ethical, results driven, customer focus, and a team player.

Direct reports:

- N/A

Communications:

- Installation and Technical/Sales Engineers to hand-over new installations.
- Product Management team to setup procedures, training and introduction of new services and products.
- Sales teams to discuss Service Level Agreements, support issues and special requirements.
- Externally to partners and suppliers.

Working conditions:

This position does have a standard 8-5, M-F schedule, but there is demand for potential shift rotation and/or on-call requirements. However, the incumbent must be available 24/7 x 365, within reason, to advance his/her team and the organization. The position operates in a professional office environment and/or shop environment. Occasional travel is required.

Physical requirements:

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and to maintain concentration for an extended period. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed materials and online, and other monitoring devices. Strength: Medium/Heavy – Exert force 50+ lbs., occasionally; 25-50 lbs., frequently; or 10-20 lbs., constantly.

Disclaimer Statement: This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.