

## Systems Specialist

**Are you a motivated individual who enjoys a variety of activities to fill your day? Are you a dependable, self-starting, problem-solver who gets excited about technology? If yes, then MHTC is looking for you to join our team!**

*Located just 15 minutes west of Madison, WI, Mount Horeb Telephone Company, dba MHTC, is in search of a Systems Specialist with a positive, customer centric attitude whose duties would include installing, maintaining and repairing equipment and facilities that provide voice, video and data services to its customer base. These services are provided to residential and business customers alike via a mixture of copper, fiber and fixed wireless technologies. Customer premise equipment, CPE, that you would be expected to work with would include DSL modems, fiber ONTs, video set top boxes, routers, Wi-Fi devices and IP voice endpoints.*

What skills are we looking for? As a customer focused business, we are looking for someone with excellent communication skills with a resourceful ability to deal with challenges. A courteous demeanor with professional conduct is required. A candidate should have adequate computer knowledge to work comfortably in a variety of networking environments. This person should be able to follow directions with an eagerness to learn and willingness to help. You will need the ability to prioritize multiple projects with an attention to detail.

What experience would be beneficial? Experience in the telecommunications or like field would be preferred but not required. Knowledge of the standard color code and wiring practices with prior exposure to the above mentioned CPE would be a plus. Experience troubleshooting IP networks with a basic understanding of IP protocols and services would be helpful. If you have been involved with or have a background in Polycom, Metaswitch, Adtran or Calix equipment, please elaborate.

The primary responsibility of the Systems Specialist is to provide high quality, effective and efficient service and support to all customers and potential customers of MHTC during the installation and repair process. Install, maintain, and service customer premise equipment within a fiber, copper or fixed wireless network. Customer Premise Equipment (CPE) includes but not limited to DSL modems, fiber ONT's, video set top boxes, routers, Wi-Fi devices and IP voice endpoints. Systems Specialists will partner with all departments and network support in providing the highest quality service to the customers of MHTC

What's in it for you? MHTC offers an excellent benefits package and salary commensurate with qualifications and experience. From the start you would be an integral team member to our group of 20 employees that work together providing a distinguished level of quality service to our customers.