

INTERNET/WIFI TECHNICIAN

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 Technician with a positive, customer centric attitude whose duties would include installing, maintaining and repairing equipment and facilities that provides internet related services to its customer base. These services are provided to both residential and business customers. Customer premise equipment, CPE, you would support would include DSL modems, fiber ONTs, video set top boxes, routers, Wi-Fi devices and IP-enabled 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 software applications. 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 a technology or like field is 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.

The primary responsibility of the Technician is to provide high quality, effective, efficient service and support to all existing and potential customers of MHTC. Technicians will partner with all internal departments 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.