



## JOB OPPORTUNITY

### BUSINESS SERVICES TECHNICIAN

**Location:** Starkville, MS  
**Direct Report To:** Regional Technical Operations Manager

#### Job Responsibilities:

- Provide technical support to Business Services sales team during the pre and post-sale phases;
- Interface and communicate with customers to determine technical requirements and expectations;
- Responsible for the evaluation of requests for business services and determination of work required to complete installation
- Responsible for the site survey, walkout and sketch of customer's business location for development of BOM for required plant extension and installation work. To include U/G and aerial footages, demarcation point, poles, conduits, drops, etc.;
- Responsible for coordinating the construction and installation of MaxxSouth business services to new Business Customers between the Field Operations and the Business Services Groups;
- Responsible for communicating status updates to Business Services BSR group keeping customer and sales representatives updated on project status;
- Work with the Construction Department to ensure that timelines are met for line extensions to business locations and the successful installation of MBS;
- Provide technical services in the field, such as, basic troubleshooting of customer phone and computer networks;
- Responsible for maintaining department spreadsheets that assist in the tracking of MBS related survey appointments, extension construction, installations, quality checks and other related items;
- Work with the MBS sales team and Business Installers on all business related installations, including the scheduling of outside contractors to complete the business installation, if deemed necessary;
- Responsible for field inspections of newly installed businesses to assure quality standards are maintained and customer satisfaction is met;
- Responsible to maintain various reports and documentation as it pertains to MBS related activity;
- Responsible to assist the primary Business Installer(s) to ensure a successful installation is achieved in the scheduled timeframes;
- Manage and ensure commercial project execution and completion;
- Completes other duties and responsibilities as assigned and/or directed by the system management.

#### Job Qualifications:

- High School diploma, G.E.D., or equivalent combination of training and/or experience required;
- Must have at least 5 years of service and installation technical experience;
- Thorough knowledge of the business and residential services offered by MaxxSouth;
- Knowledge and understanding of small business networks and related network equipment;
- Knowledge of project management practices and procedures preferred;
- Knowledge of outside broadband networks utilizing coaxial cable and fiber technologies;
- NCTI, SCTE training and certification a plus;
- Experience with spreadsheets, word-processing and general computer skills preferred;
- Valid driver's license with driving limitations or suspensions;
- Ability to lift 100 pounds, no fear of heights, and experience with proper use of hand tools;
- Enjoy working in a fast-paced, results oriented environment.

An Equal Opportunity Employer