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CAREER OPPORTUNITY

Wireless Installation and Repair Technician

About Us:

MetaLINK Technologies is a locally owned and operated Internet Service Provider ("ISP") that has been serving customers since 1996. We proudly provide High-Speed Internet, Fiber Transport, Co-location, Web Hosting, and Hosted Phone Services and systems to businesses and households. As one of the Top 20 Independent ISPs in the Nation, our goal is to offer fast, reliable Internet access and professional world class technical support to keep our customers' connection running smoothly in Northwest Ohio, Northeast Indiana, and Southern Michigan. We are active community members, continuing to reach out and help build on the strength of our hometowns.

Benefits

- Major Medical – Dental – Vision
- HSA – monthly company contribution
- Life Insurance
- Short Term Disability Insurance
- Long Term Disability Insurance
- Workers Compensation
- 401(k) with Company Match
- Holiday Pay
- Paid Time Off
- Bereavement Leave
- Educational Reimbursement
- AFLAC Supplemental Insurance

Perks

- Costco, Sam's Club or Zoo Membership
- Gym Membership
- Wellness Program
- Free Internet with Managed Wi-Fi
- Discounted SFN Streaming TV Service
- Holiday Party
- Holiday Turkey and Ham
- Flexibility to Donate PTO Time
- Employee Bonus Plan
- Christmas Club Savings Plan
- Voluntary Life Insurance
- Employer Owned Car
- Employer Provided Cellphone

Committed to deploying Innovative Broadband Technologies in our local Communities.

Soft Skills:

- Passionate about providing excellent customer service
- Strong communication skills, including empathic listening and understanding of client needs
- Ability to work independently while being part of a larger team
- Ability to provide productive solutions using problem solving and critical thinking techniques

Noteworthy Thoughts:

- Must not be afraid of heights
- Must be able to pass a Human Performance Evaluation and Illegal Substance Test
- Basic knowledge of computer configuration, networking and/or ethernet cabling helpful
- Prior construction or wiring experience helpful but not required
- On the job training is provided

Wireless Installation and Repair Technician Job Description

Job Responsibilities:

- Must have a valid driver license due to daily travel within our geographical footprint and maintain insurability through our company policy
- Compliance with all MetaLINK OSP Standards and Procedures.
- Perform onsite customer installations and customer repairs
- Perform job from high places (i.e. poles and roofs) and complete work in elevated position.
- The basic use and care of hand tools and mechanical equipment.
- Analyzing situations accurately and adopt an appropriate course of action.
- Following instructions accurately and complete assigned course of action.
- Work under close supervision and work unattended.
- Perform proper alignment and alignment testing
- Walk over all types of terrain in all kinds of weather while carrying tools and equipment, including, ladders, and fully loaded tool belts.
- Adhere to quality, safe standards as established by Company policies and procedure:
 - a. Safety equipment must be maintained and worn at all times,
 - b. Safety gear may include but not limited to; hardhats, safety glasses or face shields, harnesses, appropriate footwear, gloves, tower climbing gear and overalls and/or appropriate clothing.
 - c. Clean up after customer installation; including, but not limited to boxes, pieces of cable, sheetrock dust from cutting wall plate hole, etc.
- Set up equipment and test for proper functionality
- Must comply with Company and OSHA established safety policies and requirements
- Must be adept at working in adverse weather conditions.
- Responsibilities may require weekend and/or evening work
- Plan, prioritize and organize duties and responsibilities.
- Learn new skills via training manuals and other documentation resources with little assistance and attend in-service training, conferences, and meetings, as required.
- Provide MetaLINK information on existing and new product offerings and create sales opportunities.
- Be flexible and receptive to change.
- Ability to maintain confidentiality
- Understand, carryout and communicate oral and written directions.

The above statements are intended to describe the general level of work being performed. They are not to be construed as an exhaustive list of all responsibilities and skills required of personnel so classified.

Job Type: Full-time

Starting Pay Range: \$19.00 per hour, plus incremental increases.