



ITG Networks is *currently* seeking a full time PBX / Network Technician. Looking for high integrity individual with some experience. A steadfast “whatever it takes” attitude and passion for customer service is a requirement and core value at ITG Networks.

## PBX / Network Technician

### Qualifications

- Driver's License (Required)
- Work authorization (Required)
- PBX / Telecom: 1 year (Preferred)
- Computer Networking: 1 year (Preferred)

**PBX SUPPORT SPECIALIST:** The PBX support specialist is responsible for working in a fast paced, multi-task and technology-oriented environment. Successful candidate will have a passion for providing excellent customer service. They will embrace problems of all types and approach them with creative troubleshooting and an open mind.

ITG Networks team members enjoy a competitive pay. Company benefits package including medical, dental and vision insurance are available along with 401K following a 90-day evaluation period.

**JOB SUMMARY:** Remote and on-site troubleshooting to include fielding customer trouble calls, correction of common faults, identification of distribution problems and escalation of problems for corrective action when necessary.

### JOB DESCRIPTION:

- Communicate with customers and internal staff regularly to ensure expectations are set and that appropriate attention is being paid to customer request.
- Support various phases of projects related to new installation, implementation and existing customer service of voice and assist with support of data networks.
- On-call Rotation and after-hours support managing customer issues.
- Review and update network diagrams.
- Undergo continuing education to meet competency requirements.
- Assist with quoting and designing systems.

### Preferred QUALIFICATIONS:

- Associate degree or equivalent work experience and industry technical certifications in Telephony. Ability to navigate **Mitel 3300 , Mitel SX200, Mitel Mivo 470, Avaya, Adtran, Netsapiens, and other phone systems as needed preferred.**
- Previous experience working with customers to deliver support for ISDN/TDM/analog / digital /VoIP technologies. **Adtran ATSP Service Provider or greater certification preferred.**
- Competency with the following concepts:
- Principals of Voice Network technology
- Managing Cloud Environments AWS and GCP
- Experience with ConnectWise Manage

- Number porting through LNP process. LOA and Number Slamming experience preferred
- E911, ELIN, CESID, PS - ALI experience may help.
- Fulfillment of customer expectations through customer data entry
- PRI, SIP, and analog trunking (Adtran ATSA or ATSP preferred)
- Microsoft Office Suite
- Ability to handle all processes from development, sales, engineering, installation, and onboarding independently
- Ability to prioritize and be productive in high-pressure situations, providing timely status updates to customers, call center and/or project management
- Strong troubleshooting skills including the ability to reactively and proactively identify and resolve OOS situations
- Excellent written and verbal communication skills
- Strong analytical and independent problem-solving skills
- Valid drivers license and dependable transportation.
- On the job training and vendor specific training provided.

**LOCATION:** Cranberry Township, PA

**TYPE:** Full time

**SHIFT:** Daytime with Overtime as needed. After training there is an on-call rotation.

Education benefits:

- On-the-job training
- Paid training
- Professional development assistance

Schedule:

- 8 hour shift
- Monday to Friday
- On call
- Overtime
- Weekend availability

Experience:

- PBX / Telecom: 1 year (Preferred)
- Computer Networking: 1 year (Preferred)

License/Certification:

- Driver's License (Required)

Willingness to travel:

- 25% (Preferred)

Work Location: Hybrid remote in Cranberry Township, PA 16066