

Job title:	Communications Bench Technician
Department:	Sales
Area / Location:	North America / Houston office
FLSA:	Non-Exempt
Supervisor:	Director of Service Delivery

JOB DESCRIPTION

Job purpose:

As a Communications Bench Technician you will be responsible for troubleshooting, programming, and repairing of 2-way radio (handheld, mobiles, & repeaters), MSAT component diagnosis & repair, VSAT build & test, and build/test of other non-standard communications packages as needed.

Duties and responsibilities:

- Process equipment RMA's, with emphasis on maintaining consistent customer communication throughout the life of an RMA, verification of warranty status, inspecting equipment to determine necessary repairs, performing in-house repairs when applicable, and coordinating with equipment manufactures as needed to facilitate offsite repairs.
- Perform initial build/configuration/test of VSAT equipment prior to shipping to customer locations for installation.
- Assist with radio and Microwave equipment programming, system setup/integration and testing as needed.
- Program & Test 2-way radio equipment (handhelds, mobiles, and repeaters) prior to deployment to customer locations.
- Participate in vendor training & company cross training to improve knowledge of all NI products offered.
- Create & collect all related documentation including diagrams, IP assignments, and additional equipment configuration, to be stored in CRM.

Qualifications:

- Must be able to lift items up to 50lbs.
- Strong communications installation & programming background, with emphasis on Motorola systems, L-Band products, VSAT, and MSAT technologies.
- Certified Motorola technician is a plus.
- Newtec modem & Cobham Antenna experience preferred
- Proficient with Microsoft Office 365 suite.

- Must be self-motivated and team oriented.
- Must have clean driving record, valid driver license and be insurable.
- Must pass a background check and 10 panel drug screening.
- Must know how to use an RFI, Watt meter, Spectrum analyzer, and other test equipment.
- Personal Characteristics: problem solving, strategic thinking, confidential and ethical, results driven, customer focus, and a team player.
- A high school diploma or equivalent is required; any incumbent must be committed to self-development including lifelong learning, regardless of their formal education.

Direct reports:

- N/A

Communications:

- Installation and Technical/Sales Engineers to hand-over new installations.
- Product Management team to setup procedures, training and introduction of new services and products.
- Sales teams to discuss Service Level Agreements, support issues and special requirements
- Externally to partners and suppliers.

Working conditions:

This position does have a standard 8-5, M-F schedule, but there is demand for potential shift rotation and/or on-call requirements. However, the incumbent must be available 24/7 x 365, within reason, to advance his/her team and the organization. The position operates in a professional office environment and/or shop environment.

Physical requirements:

An ability to travel occasionally. A valid passport without restrictions. Sitting and using a computer for extended periods of time.

Disclaimer Statement: This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.