

**Job Title:** Customer Acquisition Technician I (Installer)

**Department:** Operations

**Reports to:** General Manager

**Position Overview:** The Customer Acquisition (Installer) Technician is the face of SPITwSPOTS and requires excellent customer service skills paired with technical ability. The position requires completing customer installations, service visits, on-site troubleshooting, and recovery of equipment. Work is performed on site at customer locations both with a physical aspect of installing internet equipment, as well as filling out and submitting digital jobs.

**Essential Duties and Responsibilities:**

- Perform site surveys for potential customers to evaluate serviceability.
- Install residential customers with internet service, which includes mounting equipment at roof height, running CAT5-E cable from outside to the customer's computer inside.
- Configure managed services hardware and confirm customer computers have access to internet services.

**Other Duties and Responsibilities:**

- Additional duties as assigned

**Additional Skills and Abilities:**

- Ability to interface with employees and customers in a professional and friendly manner;
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail;
- Strong organizational and time-management skills with a keen ability to prioritize, multi-task, and work under pressure;
- High degree of independent judgment and ability to handle sensitive and confidential information;
- Professional appearance;
- Ability to work in all weather conditions in a safe and effective manner;

**Education, Experience and Certifications:**

- A high school diploma or equivalent is required.
- Field experience preferred
- Knowledge of computer & networking technology specifically in a wireless field preferred.
- On The Job training is provided

**Requirements:**

- Must be willing to travel outside of home area for periods of two weeks at a time with a week off between cycles
- Ability to lift and carry 50-100 pounds
- Must have a valid driver's license due to driving a company vehicle
- Must have the ability to perform the essential functions of this position with or without reasonable accommodations
- Must be able to work at heights over 40 feet
- Must be willing to work in all weather conditions
- Due to manufacturer policies for safety equipment, must weigh under 270 lbs

**How to Apply:**

To apply, please submit a resume to [careers@spitwspots.com](mailto:careers@spitwspots.com) and include the Job Title in the email subject line.

**Notice:**

This description is intended to provide the general nature and level of work being performed, it is not all-inclusive. All personnel may be required to perform additional duties as needed outside of their normal responsibilities.

SPITwSPOTS, Inc. is an Equal Opportunity Employer.