



**WIRELESS INTERNET INSTALLER/SERVICE TECHNICIAN**  
*For Pinnacle Network Solutions – A Subsidiary of Santa Rosa Communications*

**OBJECTIVE:**

To represent the Company with a courteous, professional and knowledgeable image, with the intention to instill in the customer and public at large, a feeling of confidence in our ability to deliver and service a quality, high speed wireless network, on a consistent basis.

**SCOPE:**

This position requires a blend of computer technical knowledge and core cable expertise. Under direction of the Technical Services Manager, and working closely with the Customer Service Department, the Wireless Internet Installer/service technician will actively participate in the installation and service support of all residential, small business, commercial, and service duties within the service areas of Pinnacle Network Solutions.

Installation will include the completion of modem installations assigned daily adhering to all of Pinnacle's installation procedures and practices.

**RESPONSIBILITIES:**

- Complete wireless installations/service calls/site surveys as assigned daily.
- Complete installation/service call paperwork daily.
- Maintain professional appearance and behavior in accordance with Pinnacle's accepted standards.
- Report on installation problems and equipment status to Technical Services Manager.
- To be completely familiar with the wireless technology used by Pinnacle, install practices and service trouble shooting techniques.
- In conjunction with Technical Services and Network Operations staff, do what is required to get a customer's site online. This will include installing the wireless equipment required and working with the customer or his representative to ensure a successful installation.
- Will be available to do call outs for network service support.
- Able to react productively to change and to handle other tasks as assigned.
- It is the responsibility of the employee to learn, understand, and be prepared to share, as part of a team, all Pinnacle Network Solution's services and products.
- Performing connect-to-service, completion of pre-wires, reconnects, disconnects and moves.
- Troubleshooting and isolating faults to customer or wireless equipment.
- Identification and elimination of illegal connections.
- Confirm customer needs at time of contact.
- Be aware of current service charges, policies, promotions, and be able to effectively communicate these to the customer.
- Advise customer of any charges for extra work, prior to doing the work.

**QUALIFICATIONS:**

- Must possess a valid Drivers License and pass a pre-employment background check and drug screening.

Send Resume and Application to [jobs@santarosafiber.com](mailto:jobs@santarosafiber.com)