



Internet Network Technician

Job Title	Internet Network Technician
Terms	Full-Time hourly
Location	Washington, DC
Compensation	\$18- \$25 per hour, based on experience

Who We Are:

Founded in 1999, DC Access is the only locally owned and operated Internet Service Provider in Washington, DC. The company offers WiFi and digital living consultations to residential and commercial customers in several Washington, DC and Northern Virginia neighborhoods. DC Access also operates Free TV DC, which installs rooftop antennas that allow residents to take advantage of broadcast digital television.

Job Summary:

The Internet Network Technician position is responsible for actively maintaining the DC Access network infrastructure including wired and wireless backhaul and distribution; installation of new distribution access points and preventative maintenance of Internet Protocol (IP) network components. This position is also responsible for the proactive monitoring and correction of network related issues.

When in the office, provide back-up office support by fielding customer phone calls and collaborating with colleagues with a focus to promote DC Access as a premier internet service and technology solution provider, delivering exceptional customer service at all times. On occasion, this position may require off duty work hours to be performed.

You are someone who:

- values the company's goal of providing reliable, affordable internet service combined with outstanding customer support;
- is able to keep track of multiple tasks;
- always has the customer first in mind;
- is a team player;
- encourages a highly collaborative work environment;
- and when presented with a challenge, doesn't quit until you find a solution.

Experience Required:

- Possess a valid driver's license
- Working knowledge of hand tools and power tools, including masonry hammer drills
- Strong computer skills; including knowledge of MS Office, Google Calendar and Thunderbird
- Strong customer service skills
- Available for flexible work schedule (shared off-hours emergency service, on-call support)
- Network troubleshooting and equipment maintenance
- Ability to carry and climb one to two story ladders (up to 32 foot ladder and 50 lbs.)
- Comfortable climbing up to heights of 40 feet or more
- Comfortable working outdoors in all types of weather throughout the year

- Ability to diagnose issues through non-technical descriptions that are provided by customers
- Ability to communicate with DC Access staff and customers using standard DC Access communications tools including email, text and phone
- Able to handle multiple tasks within a single day
- Bachelor's degree in Computer Networking, IT Network Administration, Network Systems or a similar field essential

Key Responsibilities:

On-site:

- Install Internet and TV rooftop antennas for new customers based on DC Access standard procedures.
- Install indoor and outdoor wireless distribution antennas.
- Install data equipment such as routers, switches, PCs, VoIP, etc.
- Maintain backhaul network; repair network outages
- Identify potential performance "bottle necks" in the system
- Ensure proper site operation; inspect cable and electrical equipment
- Collaborate with customer care department; recognize possible service degradation Identify and design potential new areas to be developed
- Service existing accounts by analyzing work orders; planning daily travel schedule; investigating complaints; conducting tests; diagnosing and resolving problems.
- Work with current installation and service staff; resolve individual customer problems
- Provide prompt response to network issues; conduct preventative or proactive network repair outside of normal business hours when required
- Work with network, installation and customer care department to achieve operational objectives
- Troubleshoot physical layer problems with radio frequency (RF) links; resolve IP network issue problems
- Identify potential network issues; proactively react to situations before they escalate
- Complete network performance audits; maintain detailed information of network operations
- Maintain detailed activity logs; update network documentation; prepare detailed reports of events which negatively impact customer service
- Interact with internal and external subscribers on escalated issues; conduct research and follow up on issues
- Communicate and liaise with all other Company departments; notify appropriate parties immediately of any issues which may affect efficient operations including, but not limited to, outages, service disruptions, tower volume and repeated customer complaints
- General data cabling and crimping, i.e. Cat5 and RG6 for customer homes, new tower builds and apartment buildings.
- Troubleshoot wireless and wired networks, identify solutions, and make necessary adjustments to ensure customer satisfaction.
- Perform customer equipment upgrades.

- Provide outstanding and consistent customer service; maintain rapport with customers; explain proper usage of equipment and methods for service requests; examine complaints; identify solutions; suggest improved methods and techniques; recommend system improvements.
- Uninstall customers when necessary, leaving a positive impression of DC Access with customer.
- Ensures all customer equipment is working to the customer's satisfaction prior to leaving a site

Office:

- When in the office assist with answering phones, determine appropriate action and either complete the task or ensure appropriate DC Access employee is notified and accepts accountability.
- Program routers and antennas as purchased; test to ensure they are working correctly prior to storing for future customer use.
- Manage inventory of TV antennas, cable and accessories; immediately notify DC Access management when inventory reaches low capacity or other issues with inventory arise.
- Maintain and report accurate records of service and installation actions, hours and materials used and any service order changes.
- Keep personal equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.
- Maintain customer confidence by keeping service information confidential.

Benefits of DC Access:

- Interesting, fun, and entrepreneurial work environment in Washington, DC
- The opportunity to provide an Internet and TV alternative to the good people of DC and Virginia
- Flexibility and respect for life outside of DC Access
- Team appreciation days
- Casual dress code
- Paid time off

To apply, please email cover letter and resume to jobs@dcaccess.net.