



## JOB POSTING

# Associate Infrastructure Technician

Vlcom - Virginia Integrated Communication – Richmond

**Department: UCC/Networking**

**Reports to: Director of UCC/IT Integration Support Services**

The Associate Infrastructure Technician is responsible for assisting in the UCC business unit during installations of structured cabling and associated supporting systems to meet the needs of our customers. The Associate level Technician is typically teamed with a Lead Technician or Field Engineer for guidance and supervision on each project. Job assignments ordinarily relate to a form of structured cabling, to include but not limited to: the installation, termination, testing and repair of CAT5e, 6 and 6A, fiber optic cabling and associated systems. Installation and maintenance of electronic/network/data cabinets and racks, patch panels, paging systems, IP and digital telephone infrastructure and security systems including access control, cameras and DVR/NVR's, and commercial burglar alarm systems.

***Employee Owned. Customer Focused.*** Vlcom is an industry leader dedicated to providing customers with complete integrated solutions and services through every outlet from - initial planning, consultation, design, integration, and implementation. Vlcom is 100% employee owned. Employees are empowered to act and think like owners because, they are owners! All employee owners have a vested stake in the company which means their commitment to our communities, customers, and each other is unparalleled.

### **Essential Duties and Responsibilities:**

- Installing copper, coaxial and fiber cabling and wiring systems on the customer sites
- Installation of cable pathways and support systems and the placing, termination, testing and labeling of cable and wire
- Aid in the installation and/or repair of interior and exterior structured cable plants
- Assist in the deployment and installation of connected systems as required
- Maintain complete and accurate documentation for time and expenses as they occur
- Assist in troubleshooting technical issues with project equipment.
- Interfacing with Vlcom's other divisions to support projects and troubleshooting on voice, video, camera, security, access control systems and audio/visual systems

### **Additional Duties and Responsibilities:**

- Continually work to improve customer service perception, and satisfaction.
- Working knowledge of CAT5E, CAT6 and Fiber installs (start to finish) including specialized test equipment and accurate record keeping.
- Escalate service issues that cannot be completed within defined service levels.
- Document and label various systems related to each project

## **Knowledge, Skills, and/or Abilities Required:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to take direction from Project Manager / Lead Technician while overseeing specific elements of a given project.
- Have / maintain valid driver's license and approved / clean driving record
- Ability to work independently or as part of a team while communicate effectively
- DCJS Electronic Security Technician Registration required/capable of obtaining
- Ability to properly and safely use and operate lifts, scaffolding, hand tools, power tools, and diagnostic test equipment.
- Ability to work aloft, and in combined spaces when required.
- Work through a daily schedule that has been established through the dispatch process
- Maintain current vendor certifications and obtain others as required
- Fundamental Computer & Networking skills
- Physical condition to perform job duties including seeing/hearing; fingering/feeling/handling/reaching; bending/crouching/squatting/kneeling/pushing/pulling/lifting/carrying weights in excess of 70 pounds (heavy work); tolerance for prolonged walking or standing on various surfaces
- Ability for some shift flexibility and travel to complete assignments

Effective September 03, 2021, due to job site vaccination mandates, we require all incoming customer-facing employees to be fully vaccinated against the coronavirus. Upon hire, the candidate for this position will be required to provide proof of vaccination, which will be kept confidential. If you are currently partially vaccinated and working towards becoming fully vaccinated, we invite you to still apply. Candidates with requests for reasonable accommodation based on disability and/or religious based reasons, will be confidentially reviewed and considered.

*Excellent benefits package including health insurance, 401K savings and Employee Stock Option Program.*

*Vlcom is an Equal Opportunity Employer committed to creating a diverse environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.*