

Level 1 Technician – Eau Claire, WI

Do you want to be part of our growing business and work with a great team of telecom professionals on a wide range of hosted and on-premise product solutions? Do you want to expand your skill set and broaden your technical expertise?

If yes, please read on.

As a Technician you will have the opportunity to solve problems, take care of our customers technical needs and expand your skill set and relationships. In this position you will be part of a close knit, knowledgeable team with the potential for continued career development.

Our ideal candidate is a confident problem solver, uses critical thinking and is a team player who can follow process, and do the right thing. We are looking for an individual who enjoys continued improvement and learning in a supportive environment.

Essential Duties may include:

- Installing new systems with direction from Lead Engineer or Level 2 Technicians.
- Support quarterly projects.
- Travel to company sites needing technical support.
- Complete ongoing product training.
- Complete Service Order tickets, time logs and other necessary admin functions required within CRM.
- Stay current with product upgrades.
- Program systems in house
- Data cabling
- Attend weekly operational meetings and quarterly company meetings
- By 6-month mark, learn and understand company product lines with access to systems and processes

Knowledge, Skills and Experience Needed:

To be successful in this position you will be a quick learner, self-driven, disciplined, and conscientious with good follow-through. This position requires remote technical work and time traveling locally. Most importantly, you will have a genuine interest in helping Cady customers with a positive and productive attitude.

Required:

- 2+ years' experience in telecommunications or cloud-based IT SaaS or graduation from technical school.
- Working knowledge of MS office, email, and CRM systems
- Working knowledge of data switches and VLAN
- Possession of a valid driver's license with good driving record

About us:

We are a B2B telecommunications company based in Plymouth, MN with offices in Eau Claire, WI and Iowa. We are growing year over year and are always expanding our product portfolio. We offer high touch, live answer response and support our customers with a variety of products that enhance their communication capabilities. We build a strong sense of culture and teamwork within the company, and offer great benefits, PTO and bonus.