

## **Telecom Technician**

Wildwood Health Institute is seeking a skilled and dedicated Telecom Technician to join our team. As a vital member of our campus community, the Telecom Technician will play a crucial role in ensuring the smooth operation of our communication systems and data/voice networks for the Lifestyle Center, Center for Health Evangelism, Natural Food Market, Auto Shop and the other campus buildings/residences. If you have a strong technical background in telecom equipment and enjoy working in a fast-paced environment, we encourage you to apply.

### **Job Responsibilities:**

- Install, configure, and maintain telecommunication and surveillance equipment (including routers, switches, IP cameras and NVRs, copper/fiber cabling, and voice communication systems for both indoor and outdoor locations of the campus.
- Conduct site surveys to assess and plan for the installation of telecom infrastructure.
- Collaborate with other technicians and engineers to implement network upgrades and expansions.
- Provide technical support and guidance to end-users and internal teams.
- Troubleshoot and resolve issues related to voice and data communication systems.
- Document, diagram and map all installation and maintenance activities accurately.

### **General Requirements**

- Willingness to support the mission of the institution and to abide by its policies and guidelines as stipulated in the Institution's Policy Handbook.
- Knowledge of telecommunications equipment, protocols, and systems, as well as fiber optic and copper cabling standards.
- Proficiency in installing and configuring routers, switches, and voice communication devices.
- Proficiency in troubleshooting hardware, software, and network issues.
- Excellent communication and interpersonal skills.
- Ability to work independently and collaboratively.
- Ability to quickly learn and adapt to emerging technologies.
- Ability to work flexible hours, including weekends (under rare circumstances), to support after hours network operations.

### **Education & Training Requirements:**

- Driver's license
- Completion of a Medical Missionary Course or willingness to participate in training.
- Associate degree or equivalent experience in Telecommunications, Information Technology, or a related field
- Relevant certifications (CompTIA Network+, Cisco Certified Network Associate - CCNA, etc.) a plus

### **Physical Demands & Working Conditions:**

- Ability to lift 25-50 lbs.
- Ability to work in tight and enclosed spaces such as crawl spaces or attics.

- Ability to work in hazardous conditions, such as working on ladders and in high places or in proximity to moving mechanical parts and electrical current.