



POSITION:	Telecom Support Technician
DEPARTMENT:	Telecommunications
JOB TYPE:	Full-time
SALARY:	\$36,815 - \$59,463
POSTED:	08/02/2024
CLOSING DATE/TIME:	Until Filled

The City of Monroe is now accepting applications for the position of Telecom Support Technician. This position requires excellent customer service skills & professionalism to effectively resolve technical issues and support Telecom staff. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Education & Experience:

- High School Diploma or GED
- Relevant experience and/or education to effectively understand & perform the primary duties of position
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia

Skills:

- **Technical:** Knowledge of telecommunications systems & safety practices of the trade, knowledge of computer operation & Windows Operating System, use of required telecom equipment
- **Communication & Customer Service:** Proficient in written & verbal communication, ability to effectively & professionally interact with customers & coworkers
- **Language:** Ability to read & understand policies, procedures, and technical documentation, ability to communicate in both written & verbal forms

Duties & Responsibilities:

- Diagnose & troubleshoot internet connectivity via phone and/or on site
- Provision & configuration of equipment for service applications & hardware
- Other Telecom support tasks as needed

The City of Monroe offers some of the most employee-friendly benefits available. To view our complete benefits package & obtain an application, please visit our website. Completed applications may be submitted to Sarah Johnson, Employee Relations Specialist, [at SJohnson@MonroeGA.gov](mailto:SJohnson@MonroeGA.gov)

*Applications are also available at and may be returned to City Hall, 215 N Broad St, Monroe, GA, 30655
The City of Monroe is an Equal Opportunity Employer and a Certified Drug-Free Work Place. Per Georgia Code 34-9-414 be advised that the City of Monroe does pre-employment, reasonable suspicion, post-accident, post-rehabilitation, and routine fitness-for-duty(random) drug testing.