

### **About the job**

Are you a hands-on worker that is results driven? Does supplying a service to a customer that would otherwise be out of reach sound rewarding? Create your own personal connections as you work face to face with individual customers in this unique and rewarding role, allowing use of your own personal work truck, individual order schedules, and more.

Organization: Bertram Communications is a leading provider of high-speed Internet. The Company was founded in Random Lake, WI, after recognizing a need for Broadband Internet access in rural America. A hybrid approach to serving these "last-mile" customers was developed by extending high capacity fiberoptic networks with the range, reliability, and flexibility of carrier-class wireless technologies. Today Bertram Communications' rapidly expanding network is headquartered in Random Lake, WI, and provides Internet access to communities across three states in the Midwest.

Position Summary: The Field Services Team of Bertram Communications is the customer facing unit of the company. The team should be professional in attitude and appearance and engaged with our customer's needs. Field Services should be mindful and thorough in their work; following installation and safety guidelines, and instructions from the Field Services Team Leaders.

**Location:** Random Lake, WI

**Position Type:** Full-Time

**Compensation:** Competitive Pay

**Benefits:** 401(k), 401(k) matching, Dental insurance, Flexible spending account, Health insurance, Health savings account, Life insurance, Paid time off, Vision Insurance

### **Key Responsibilities:**

- Position requires working outdoors in all types of weather
- Install and troubleshoot new dishes and radios on roofs, silos, or other vertical assets
- Interact with subscribers and represent the company in a professional manner
- Comprehend customer requirements and make appropriate recommendations/briefings
- Properly configure and connect customer's home equipment to the Bertram Network
- Operate company vehicle in a safe manner and use field automation systems
- Troubleshoot broadband customer equipment

### **Skills and Requirements:**

- Follow cabling procedures for wiring homes and businesses
- Comfortable working on ladders, roofs, attics, crawl spaces, and other confined and elevated locations
- Basic mechanical skills
- Knowledge of and ability to operate basic hand and power tools
- Basic computer skills and proficiency with computers
- Basic computer networking skills and knowledge



**Skills and Requirements:**

Use of PC based applications to program and diagnose various communications equipment

Clean driving record and valid driver's license

Self-Motivated

Proven field service experience

Work well in a team environment

Customer service oriented and professional in appearance

Ability to communicate effectively, both orally and in writing

Education Requirements:

High School Diploma or equivalent

Bertram Communications is committed to a diverse and inclusive workplace. Bertram is an equal opportunity employer and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status. For individuals with disabilities who would like to request an accommodation, please contact the Human Resources Department.