

## **Job Title: Field Services Technician (Installer)**

**Company:** Bertram Communications

**Location:** [Your Location]

**Employment Type:** Full-Time

**About Us:**

**Job Title: Field Services Level 2 (Tower Climbing and Maintenance)**

**Location:** Random Lake, WI

**Company:** Bertram Communications

**About Us:**

Bertram Communications is a leading Wireless Internet Service Provider dedicated to delivering high-speed internet services to our customers. We pride ourselves on providing reliable and efficient connectivity solutions. We are currently seeking a skilled and dedicated Tower Climber to join our team.

**Job Description:**

**Position Overview:**

The Tower Climber is responsible for the installation, maintenance, and repair of wireless communication equipment on towers and other vertical assets. This role involves working at significant heights to ensure the optimal performance of our network infrastructure. The ideal candidate will have a strong understanding of wireless networking, excellent climbing skills, and a commitment to safety.

**Key Responsibilities:**

- Install, align, and maintain wireless communication equipment, including antennas, radios, and access points, on towers and other vertical assets.
- Perform site surveys to assess and document site conditions and equipment needs.
- Run and terminate cables (fiber optic and ethernet) and ensure proper weatherproofing and protection of all cabling.
- Troubleshoot and resolve network and equipment issues promptly and effectively.
- Follow all safety protocols and guidelines to ensure safe working conditions at all times.
- Maintain accurate records of installations, maintenance, repairs, and site conditions.
- Collaborate with team members, supervisors, and other departments to ensure smooth operations and customer satisfaction.
- Participate in regular safety training and emergency response drills.
- Travel to various tower sites as required, sometimes on short notice and in varying weather conditions.

**Qualifications:**

- High school diploma or equivalent; additional technical training or certifications are a plus.
- Certified in tower climbing and rescue (e.g., NATE Tower Climber Certification).
- Experience with wireless networking principles and equipment installation.
- Proficiency in running and terminating various types of cables.
- Strong problem-solving skills and attention to detail.
- Physical fitness and ability to work at heights and in various environmental conditions.
- Excellent communication and teamwork skills.
- Valid driver's license and reliable transportation.

**Preferred Skills:**

- Experience with battery backups for remote sites.
- Basic understanding of networking protocols (TCP/IP) and link identification.
- First aid and CPR certification.

**Working Conditions:**

- Regularly working at significant heights on towers (typically 200ft or under).
- Exposure to varying weather conditions.
- Physical demands including climbing, lifting, and carrying equipment.
- Flexible working hours including occasional evenings and weekends.

**Benefits:**

- \$48k to \$65k salary depending on experience.
- Full medical coverage with 85% of the premium paid by Bertram.
- Dental and vision covered 100% by Bertram.
- Paid time off and holidays.
- 4% matching for 401k.
- Supportive and dynamic work environment.

**How to Apply:**

Interested candidates are invited to submit their resume detailing their relevant experience and qualifications to [Employment@BertramCommunications.com](mailto:Employment@BertramCommunications.com). Visit our website [GoBertram.com](http://GoBertram.com) or call us at 920-351-1023 for more information.

**Bertram Communications is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.**

**Position Overview:**

We are seeking a dedicated Field Services Technician (Installer) to join our team. As a WISP

Installer, you will play a crucial role in our mission to connect customers with fast and dependable internet services. You will be responsible for the installation, maintenance, and troubleshooting of our wireless internet equipment and ensuring exceptional service delivery to our customers.

**Responsibilities:**

- Install and configure wireless networking equipment at customer locations according to company standards and procedures.
- Conduct site surveys to assess optimal placement of equipment for maximum signal strength and reliability.
- Ensure timely and professional installation of antennas, radios, and other networking devices both indoors and outdoors.
- Test installed equipment to ensure proper functionality and perform necessary adjustments or repairs as needed.
- Educate customers on the use of installed equipment and provide basic troubleshooting guidance.
- Collaborate with other team members to resolve complex technical issues and escalate problems when necessary.
- Adhere to safety guidelines and protocols to ensure a safe working environment.
- Maintain accurate records of installations, repairs, and service orders.

**Qualifications:**

- High school diploma or equivalent; technical certification or relevant experience preferred.
- Proven experience in telecommunications, networking, or related field installation work.
- Familiarity with wireless networking equipment such as routers, antennas, and access points.
- Ability to work independently with strong problem-solving skills and attention to detail.
- Excellent customer service and communication skills; ability to interact professionally with customers.
- Valid driver's license with a clean driving record; ability to travel to customer sites as needed.
- Ability to lift and carry up to 50 pounds and work in various weather conditions.

**Benefits:**

- Competitive compensation package including base wage and performance-based incentives.
- Comprehensive benefits package including medical, dental, and vision coverage.
- Opportunities for career growth and professional development in a fast-growing industry.
- Company-provided tools, equipment, and vehicles for work-related travel.

**Join Our Team:**

If you are passionate about technology and dedicated to providing excellent customer service,



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920-994-2388



we invite you to apply for the Field Services Technician (Installer) position at Bertram Communications. Help us bridge the digital divide and bring reliable internet access to communities that need it most. Apply today and be part of our mission to connect the world wirelessly.

**How to Apply:**

Please submit your resume and cover letter outlining your qualifications and relevant experience to [employment@bertramcommunications.com](mailto:employment@bertramcommunications.com). We look forward to reviewing your application and considering you for this exciting opportunity.