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Enterprise Optimized.**

Equipment Configuration Technician

About Your Role:

The Equipment Configuration Technician supports Services Delivery and NOC with the deployment of Spectrotel Products and Managed services equipment. Hands-on position working directly with network, voice, wireless equipment to preconfigure for installation. The position involves repetitive work with significant volume of equipment configuration. Technician will also be involved on testing returned equipment for redeployment or RMA. This position will enable the individual to grow in networking technologies and work on complex network designs.

About Spectrotel:

Spectrotel is a leading national next generation aggregator of Voice, Internet, Cloud Communications and Managed Services. Spectrotel aligns suppliers, agents, and customers, using Spectrotel's aggregation platform to bring out the best of each to maximize customer success and experience. We are the "Network of Networks" and have achieved this through the committed, passionate and driven team of associates that make up the Spectrotel team.

We are proud of having created a unique and valued experience for some of the most well-known brands throughout the country by providing exceptional service and technology solutions crafted to meet and exceed their business needs. We owe our success to a set of simple principles: integrity, honesty, flexibility, and ambition. It is the embodiment of these traits that make Spectrotel a distinctive integrated solutions company.

As a privately held company we seek individuals who can help contribute to the company's success. This means you are not shy, you like rolling up your sleeves, digging in, and helping solve problems, you feel energized when you present an idea and most importantly you are persistent, passionate and never satisfied with the status quo.

Responsibilities include but are not limited to:

- Hardware configuration and documentation of devices settings.
- Hardware RMA Process and Testing of return equipment.
- Ongoing training and learning of different hardware vendors.
- Ensuring equipment is a presentable and clean presentable aesthetics.

Responsibilities & Duties not limited to:

- Monday to Friday, 9:00 a.m. – 6:00 p.m. in-office work; no option for remote work.
- Some overtime may be required to get urgently needed equipment the same day.
- Hands-on configuration of Spectrotel Managed Equipment: IP Phone, Firewall, Routers, Switches; ATA, IP Phones, Mobility; SDWAN; Voice Gateways, Wireless APs.
- Support Service Delivery activities by providing prompt 1 to 2-day hardware configuration, validating, testing the configuration.
- Save device configuration backup configuration files in company drive; Update existing customer documentation with revision numbers.
- Attention-to-detail, carefully configure equipment with minimal errors.
- Prioritize between Rapid deployment urgencies, NOC Break/Fix replacement equipment.



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- Coordinate with Service Delivery and Project Managers team members to keep with timeline to ensure equipment arrives by the required due date.
- Work closely with Solutions Engineers to build equipment based on design summary.
- Able to understand network design summaries from solutions engineer that is kept in Visio, excel and word documents.
- Check related equipment orders with other services that are provided by Spectrotel interoperability and connections.
- Learn new technologies and hardware configuration methods to improve future deployments; Put time and effort to complete internal Spectrotel training for different vendors:
 - Cisco Meraki 360
 - Fortinet NSE4
 - 8x8 Training
 - Coredial Training
 - Full understanding for Spectrotel products and services
 - SDWAN; VeloCloud / Bigleaf
 - Cisco SMB Switches and ISR routes

Qualifications Required:

- 1 to 2-year Experience working with
 - Cisco ISO and CLI commands on ISR and Catalyst Switch
 - IP Phones: Polycom, Yealink, Mitel
 - VLAN and VLAN trunks and tagging
- Solid knowledge and Experience with OSI Layer 1 thru 4.
- Subnetting; able to know difference from Public and Private IP address and different CIDR block sizes.
- Experience working with FTP, TFTP, HTTPS, Console configuration options
- Knowledge on legacy PSTN technologies like Analog POTS line, PRI.

Qualifications Preferred:

- Standard site to site VPN
- CCNA Certified Preferred but not required
- Fortinet Firewalls or NSE Certified
- Meraki Hardware
- CradlePoint Hardware Certified
- Microsoft Visio Experience

Spectrotel is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or any other legally recognized protected basis under federal, state, or local laws, regulations, or ordinances.