

General Job Description:

Brantley Telephone Company (BTC) is looking for a motivated Network Technician to join our Network Operations Department. The Network Technician is responsible for assisting BTC customers and BTC employees with hardware, software, and/or network connectivity installations, setup, or issues for various network and telecommunications devices. Good communication skills, technical thinking, and a proactive approach to problem-solving are essential. Installations, setup, or troubleshooting issues will require navigating through many different hardware/software tools and systems, and may require traveling on-site to the customer's location or other building locations within the system.

Duties and Responsibilities

- Answer the phone and assist BTC customers with installation, setup, and troubleshooting related to BTC offered devices and services. If an issue cannot be resolved over the phone, the Network Technician may be required to create a trouble ticket to dispatch a tech from Outside Plant (OSP), or may dispatch onsite to resolve the issue in person, or may be required to create a Tier 4 support ticket with another vendor and continue working with the vendor to resolve the issue.
- Assist BTC employees on the phone or in person with anything Information Technology related.
- Collaborate with IT team members and other departments to resolve network issues, improve network efficiency, and other tasks.
- Install, configure, and maintain BTC customer and BTC corporate network equipment including but not limited to, routers, switches, firewalls, computers, printers, scanners, credit card readers, VoIP telephones, POTS telephones, and other devices as required. This will include installing, and/or racking, physical equipment in our CO, remote locations, and customer locations.
- Perform regular upgrades to hardware, software, and operating systems.
- BTC customer and employee email troubleshooting and configuration on various devices.
- Perform account changes for BTC customers, including WiFi, email speed changes, package upgrades, and other changes as required.
- Computer hardware troubleshooting, diagnosis, repair, and maintenance.
- Computer software troubleshooting, diagnosis, installation, removal, and reconfiguration. This also includes virus and spyware diagnosis and removal.
- Monitor network performance and troubleshoot network outages or slowdowns.
- Ability to work overtime on an on-call rotation for network, hardware, software maintenance, or troubleshooting, including nights and weekends.
- Create and maintain accurate network documentation and diagrams.
- Ensure compliance with company policies and procedures related to network operations and security.
- Assist in inventory management for network and other various devices.
- Other duties as assigned.



BRANTLEY TELEPHONE COMPANY, INC.

APPLICATION FOR EMPLOYMENT

Thank you for your interest in applying for employment. We are an equal opportunity and affirmative action employer and do not discriminate in recruitment, hiring, training, promotion, or other employment practices for reasons of race, color, religion, national origin, citizenship, sex, marital status or age. The company does not discriminate against people with disabilities, disabled or Vietnam veterans.

This application will be given consideration, but its receipt does not imply that the applicant will be employed. This application will be considered active for 30 days only. After this period, the applicant may request that the application remain open for an additional 30 days.

PERSONAL INFORMATION							
Last Name		First			Middle		
Home Phone Number		Daytime Telephone Number			Do You Smoke?		
Present Address	Number and Street	City	State	Zip Code	From 10/21/2021	To 10/21/2021	
Previous Addresses for the last five years							

JOB REQUIREMENTS									
Position for which you are applying			Company in which you are applying				Salary Requirements \$		
If applicable, indicate which shift you would be interested in working						1st	2nd	3rd	
What type of employment are you seeking?		Full-time		Part-time		Summer		Temporary	
Are you eligible for employment in this country?							Yes	No	
If you are under 18, can you furnish a work permit?							Yes	No	
When would you be available to begin work?									

METHOD OF REFERRAL					
Tell us how you were referred to us by checking the appropriate box below.					
Classified Ad	Employee	Relative	Walk-In	Other:	

EMPLOYMENT RECORD

Please complete in detail beginning with present or most recent employer. List all previous employers including self-employment, military service, summer or part-time employment. Please complete all sections even if the information is provided in a resume.

Company Name		Address	
Name & Title of Supervisor	Supervisor's Phone Number	Length of Employment From To	
Job Title	Check One: Full-time____ Part-time____ Summer____ Other_____	Starting Salary Final Salary	
Briefly describe your duties		Reason for leaving	
Company Name		Address	
Name & Title of Supervisor	Supervisor's Phone Number	Length of Employment From To	
Job Title	Check One: Full-time____ Part-time____ Summer____ Other_____	Starting Salary Final Salary	
Briefly describe your duties		Reason for leaving	
Company Name		Address	
Name & Title of Supervisor	Supervisor's Phone Number	Length of Employment From To	
Job Title	Check One: Full-time____ Part-time____ Summer____ Other_____	Starting Salary Final Salary	
Briefly describe your duties		Reason for leaving	
Company Name		Address	
Name & Title of Supervisor	Supervisor's Phone Number	Length of Employment From To	
Job Title	Check One: Full-time____ Part-time____ Summer____ Other_____	Starting Salary Final Salary	
Briefly describe your duties		Reason for leaving	
Company Name		Address	
Name & Title of Supervisor	Supervisor's Phone Number	Length of Employment From To	
Job Title	Check One: Full-time____ Part-time____ Summer____ Other_____	Starting Salary Final Salary	
Briefly describe your duties		Reason for leaving	
May we contact your present employer? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Have you ever been bonded? <input type="checkbox"/> Yes <input type="checkbox"/> No		Have you been convicted of a felony in the last seven (7) Years? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, please explain:			

Do you have transportation to and from work? Yes No

Driver's license number (if required by job): _____ State: _____

EDUCATION

School Name and Location	Degree	Major	Dates Attended	Last year completed	GPA
High School				1 2 3 4	
Vocational School				1 2 3 4	
College				1 2 3 4	
Graduate School				1 2 3 4	
Other				1 2 3 4	

List any computer or other skills that would qualify you for a position with our Company.

List any foreign language(s) and check the box that best describes your skill level.

Language	Read and Write	Read and Speak	Read Only	Speak Only

REFERENCES

List name and telephone numbers of three business/work references who are not related to you and are not previous supervisors.

Name	Telephone	Years Known

List special accomplishments, community activities, civic organizations or professional societies which may relate to the position for which you have applied.

List any additional information you would like us to consider.

CONDITIONS OF EMPLOYMENT

It is understood and agreed upon that any misrepresentation by me in this application will be sufficient cause for cancellation of this application and/or separation from the employer's service if I have been employed. Furthermore, I understand that just as I am free to resign at any time, the Employer reserves the right to terminate my employment at any time, with or without cause and without prior notice. I understand that no representative of the Employer has the authority to make any assurances to the contrary.

I give the Employer the right to investigate all references and to secure additional information about me if job related. I hereby release from liability the Employer and its representatives for seeking such information and all other persons, corporations or organizations for furnishing such information.

I also authorize the Company to obtain a credit report on myself through the credit-reporting agency of its choice if it relates to my employment. If employed, I further authorize the Company to check my credit record, as needed, on a continuing basis as it relates to my employment. If an adverse employment decision is made due totally or partially to the information on the credit report, the Company will give me a copy of the credit report and the source of the credit report so that I may contact them, if I wish.

I voluntarily agree to submit to a drug test as part of my application for employment if requested to do so. I further understand that I may be required to submit to a drug test during my employment with the Company and if I refuse to take the test or fail to pass it according to the standards set by the Company, I may be suspended or terminated immediately.

The Employer is an Equal Opportunity Employer. The Employer does not discriminate in employment and no question on this application is used for the purpose of limiting or excusing any applicant's consideration for employment on a basis prohibited by local, state, or federal law .

This application is current for only 60 days. At the conclusion of this time, if I have not heard from the Employer and still wish to be considered for employment, it will be necessary to fill out a new application.

I have read in full and agree to abide by the above statements and conditions of employment, if hired.

Applicant's Signature

Date