



TuWay
Communications[™]

Always make it work.[™]

IT Support Specialist Position

Description

TuWay Communications is looking for an enthusiastic individual for a position in our Engineering department at our corporate headquarters located in Bethlehem, PA. This entry-level position will allow the successful candidate to work closely with the Engineering Team to develop, deploy and support advanced communication, video and IT solutions to our vast customer base. TuWay Communications prides itself in providing cutting edge IP based technologies to allow our public safety, education, healthcare and enterprise customers to work faster, work smarter and work safer.

The successful applicant will have the following responsibilities:

- Support the engineering department with new system deployments as well as existing installations
- Assist in the creation of post-deployment documentation
- Work with the engineering and service team in troubleshooting existing systems both remotely and at customer sites
- Perform inventories of systems at customer locations
- Assist in preventative maintenance checks, including checking and adjusting equipment to ensure the highest level of operation
- Work closely with the engineering department on new projects
- Actively pursue professional development opportunities within our industry
- Provide direct interaction with our customer base both in the field and over the phone or via e-mail
- Additional duties and responsibilities as deemed appropriate

An ideal candidate will possess the following characteristics:

- An associate's degree (AA/AS) in Computer Science, Information Systems or Network Security (or related field) at an accredited college or university
- Adept at expanding their knowledge on new technologies, learning new skills and developing their professional demeanor
- Working knowledge of Microsoft technologies, including Windows XP, Vista and 7/8/8.1/10 as well as Windows Server 2012, 2016 and 2019, experience in Linux based environments a plus
- Proficiency with the Microsoft Office suite (Outlook, Word, PowerPoint, Excel; Visio is a plus)
- Working knowledge of wired network hardware, including routers, switches, hubs, bridges and the 802.3e Ethernet standard for wired networks
- Working knowledge of wireless network hardware, including access points, repeaters, node and the 802.11 a/b/g/n/ac standard for wireless networks; knowledge of outdoor point-to-point solutions and wireless mesh technologies are a plus

- Working knowledge of computer hardware and software technologies, including workstations and servers
- A general understanding of the TCP/IP model, including DHCP, DNS, Subnets and Network design and development
- Knowledge and experience with radio communications, amateur radio or VoIP installations are a plus
- IT certifications (CompTIA, ETA, Cisco, Microsoft, etc.) are a plus
- Excellent written and verbal communication skills and the ability to work with others to accomplish a common goal
- Must be a self-driven individual with the ability to handle entry-level tasks with decreasing supervision as time progresses
- The ability to identify situations that require escalation and the confidence to ask for help when needed
- The ability to lift up to 50 pounds, as well as to stand for extended periods of time, as needed
- A valid driver's license and the ability to travel within our local service area in a company-provided vehicle is required
- All candidates must be able to pass a comprehensive background check through state and federal criminal justice information systems as well as state child abuse backgrounds checks due to the sensitive nature of the work required for this position

About TuWay Communications

Located in Bethlehem, Pennsylvania, in the heart of the Lehigh Valley, TuWay Communications is a leader in integrated communications systems. For more than 50 years, TuWay has been providing businesses with customized solutions that help them improve efficiency, safety, and productivity. In addition to communications solutions, TuWay prides itself on providing comprehensive IT solutions for public safety and commercial clients to allow them to work smarter and safer.

TuWay's goal is simple: to utilize technology to help our clients improve the way they do business. We don't provide a single solution and make it fit the organization. We partner with our clients to develop advanced, long-term solutions built to their specific needs.

To learn more, visit www.tuway.com.

TuWay Communications is an Equal Opportunity Employer.

How to Apply for This Position

To apply for this exciting position, e-mail your resume to Jason Greenawald, Chief Technology Officer, at greenawald@tuway.com.

You may also drop off your resume at our corporate office located at 2115 City Line Rd, Bethlehem, PA 18017.