



TuWay
Communications™

Always make it work.™

Network Support Center Technician Position

Description

TuWay Communications is looking for an enthusiastic and self-driven individual for a position in our Engineering department at our corporate headquarters located in Bethlehem, PA. This entry-level position will be responsible for monitoring and supporting mission-critical IT and communications systems across Eastern Pennsylvania, Southern New York and New Jersey.

The successful candidate will have a direct impact on the service provided to our customers and will work closely with the Engineering Team to 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:

- Provide initial technical support to end-users for technical issues that arise at the customer location, and escalate complex or severe case to field engineers or management
- Acts as primary point of contact for issues during off-peak hours, with the expectation of notifying on-call technicians for system issues
- Gather accurate information from the customer on the issue being experienced, including correct contact information and system information.
- Receive and analyze automated notifications about equipment in the field and make decisions as to the severity of the issue, with guidance
- Collect and maintain documentation as it relates to installed systems in the field
- Perform monthly preventative equipment checks by remotely connecting to these systems and analyzing the data being presented
- Communicate updates on ongoing issues to end-users
- 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 is desired, but not required
- 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
- Excellent written and verbal communication skills and the ability to work with others to accomplish a common goal

- Excellent time-management and organization skills
- 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, is highly desired
- Working knowledge of computer hardware and software technologies, including workstations and servers
- Familiarity with telephony and communications technologies are a major advantage
- A general understanding of the TCP/IP model, including DHCP, DNS, Subnets and Network design and development
- IT certifications (CompTIA, ETA, Cisco, Microsoft, etc.) are a plus
- The ability to lift up to 50 pounds, as well as to sit and stand for extended periods of time, as needed
- The ability to work 12-hour shifts, holidays and overnight hours with little direct supervision in off peak hours is required
- A valid driver's license and the ability to travel within our local service area in a company-provided vehicle may be 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
- TuWay Communications is a substance abuse free organization, and requires pre-employment and periodic substance abuse testing to ensure compliance with this policy

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 Arthur F. Taschler III, NSC Operations Manager at ataschler@tuway.com.

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