



Job Title: VoIP Business Systems Technician
Location: Portland, Oregon
Work Schedule: Full-Time
Hours: 8-5 M-F with rotating on call duties
Category: Telecommunications and Internetworking

Best Tel, LLC is a leading Northwest provider of telecommunications systems and related services. Best Tel is headquartered in Medford, Oregon with branch offices in Portland and Eugene. Best Tel currently sells and services ShoreTel, NEC and Tadiran telecommunications equipment and Adtran internetworking equipment.

Best Tel is committed to providing world class services that exceed our customers' expectations for quality, value, and reliability. Customer satisfaction and winning customer's continued business and loyalty is what helps make our company what it is today.

www.callbesttel.com

Position Summary:

Best Tel, is looking to fill the position of VoIP Business Systems Technician to be based out of the Portland office. This position requires that the applicant have the skill set and experience to program, install and maintain VoIP PBX systems and related ancillary equipment. Applicant must have the ability to work independently, be self motivated and be comfortable in a customer facing environment.

Responsibilities:

- Install, maintain and relocate communications systems and services sold by Best Tel, including but not limited to Routers, Ethernet switches, PBX, Voice Mail, Unified Messaging, Call Accounting and Recording equipment.
- Test and repair said systems and services using the proper test equipment and procedures.
- Work closely with both the customer and sales department to insure proper installation and maintenance.
- Instruct customers on their new systems and services when appropriate
- Partake in all Best Tel sponsored technical certification programs and keep all certifications current.
- Assist sales department with system design and software/ hardware configurations when requested.
- Perform all other duties as assigned by Branch or Service Manager.



Job Requirements:

Minimum Qualifications:

- Degree in electronics or two years experience in the installation and maintenance of VoIP and Networking systems.
- Working knowledge of all associated test equipment used to test and repair VoIP systems and services.
- Technical knowledge of voice and data networking systems as well as basic telephony and electronics.
- Ability to use laptop PC for maintenance and trouble shooting of systems in addition to maintaining customer record files and critical administrative needs.
- Possess above average written and oral communication skills.
- Must be able to travel to perform systems installations and services and for attending training programs.
- Must know the telephone industry standard color code.
- Posses the technical proficiency to perform the specific work requirements of the job.
- Have a valid driver's license.

Preferred Qualifications:

1. Current CCNT, CCNA, A+, and Network + certifications.
2. One or more PBX/VoIP PBX certifications.
3. Strong understanding of network sub netting and IP addressing.
4. Strong knowledge of Windows 2008 and XP operating systems.
5. Strong knowledge of TCP/IP, LAN/WAN and VOIP.
6. Knowledge of IP packet capturing and analysis fundamentals.