

**HEART TECHNOLOGIES, INC.
POSITION DESCRIPTIONS**

Job Title:	Communications Technician	FLSA Status:	Non-Exempt
Department:	Unified Communications	Prepared Date:	8/21/20
Reports To:	UC Manager	Approved By:	

SUMMARY

Install, maintain, modify and repair phone systems and data equipment, both digital and IP-based.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Responsible for the assembly, configuration, testing, implementation and repair of IP-based telephony systems.
- Provide onsite and remote support to our existing customer base. Install, maintain, modify and repair phone systems and data equipment, both digital and IP-based.
- Troubleshoot low voltage cabling issues, including overhead paging.
- Work with voice and data carriers to ensure a smooth cutover.
- Work with the project management team to satisfy customer requirements, ensuring the best possible customer experience.
- Maintain technical proficiency on all services and systems in Heart’s UC product line, including successful completion of any required technical certification and/or training.
- Assist other technical personnel in the performance of their duties when requested.
- Other duties as assigned.
- Adheres to work schedule.

Qualifications

- Able to pass background check to obtain PERC card. (Permanent Employee Registration) through Illinois Department of Financial and Professional Regulation.
- Excellent communication skills, both written and verbal.
- Preferred candidate will have 3+ years of experience installing, configuring, and troubleshooting Mitel MiVoice, MiCloud, or other Mitel business platforms.
- Preferred candidate will have 3+ years of experience installing, configuring, and troubleshooting Avaya IP Office, Partner ACS, Definity, Communications Manager, Call Center, or other Avaya business platforms.
- Knowledge of Mitel and Avaya phone systems is preferred but a telecommunications background is required.
- Knowledge of voice and data networks, PRI/T1 and low voltage wiring is required. Preferred candidate will also have experience with SIP trunking.
- Good organizational skills.
- High school diploma or general education degree (GED); or six months to one year related experience and/or training; or equivalent combination of education and experience.
- A valid driver’s license and driving record that meets our minimum insurance standards are required.
- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certifications

- Any industry-based certifications will be helpful for this position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to talk and/or hear. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel. The employee is occasionally



required to reach with hands and arms and stoop, kneel, crouch, or crawl. Must be able to regularly lift up to 40 pounds.