

Junior Installation Field Technician

Rural WiFi - Who We Are

In a very short time, Rural WiFi has become the only broadband provider on the market that offers every type of broadband solution available - Fibre, 5G, Wireless, High Speed and Satellite. As broadband is extremely dependent on location this offering allows us to cater to everyone in Ireland and not just the city dwellers. We were the first to bring WiFi to the Aran Islands and most recently got the locals of Bere Island off Cork from 2MBs to 60MBs.

Want to join an award-winning team?

- Bonkers.ie National Consumer Awards 2023 - Best Customer Service - Winner
- CX Impact Awards 2022 - Technology, Media and Telecoms - Winner
- CX Impact Awards 2022 - Rising Star of the Year - Winner
- Bonkers.ie National Consumer Awards 2022 - Runner Up & Special Mention Best Customer Service
- Irish Enterprise Awards 2021 - Best Emerging Telecoms Company - Winner

The Perfect Candidate - Who You Are

An autonomous role out on the road.

Installation technicians install, repair, and maintain our broadband services in homes and businesses across Ireland. The duties of an Installation technician include travelling to customers' houses or places of business, installing equipment, suggesting areas for installation, and troubleshooting.

To ensure success as an installation technician, you should have sound electrical and broadband knowledge, be able to climb ladders and work in confined spaces, have exceptional communication skills and a passion for customer service. Ultimately, a top-class installation technician provides expert installation services and dedicated support to all customers.

If this sounds like you then apply today! A can-do good attitude and a hungry drive to achieve!

Key Objectives

- Travelling to customers' homes or places of business.
- Installing wireless broadband by testing the networks, setting the router up in the best location of the property and mounting a panel antenna externally on the building by drilling holes in the wall and through the property. Suggesting areas where equipment should be set up and should be placed.
- Troubleshooting problems with existing equipment.





- Testing old and new installation connections.
- Cleaning up after the job is complete.
- Recording and maintaining stock levels.
- Maintaining the work vehicle.
- Apply fresh thinking and provide clear and concise feedback to the Line Manager on any ideas/issues that arise with a view to continuously improving the efficiency of the team
- Adaptable approach
- Provide best-in-class customer service
- Ability to prioritise and multi-task your workload and organise your route and calendar.
- Working in a variety of areas from installations to testing.
- A Field Technician can go from construction activity such as cabling and splicing to installation of in-home wiring and customer services such as broadband, telephony and TV.
- Using excellent social & interpersonal skills to provide the very best customer experience to potential and existing customers.
- Recognise sales opportunities and upsell to the current customer base.
- Recommend changes in products, services, and policies by evaluating results and competitive developments.
- Contribute to team effort by accomplishing related results as needed.

Essential Candidate Skills And Experience

- Proven work experience as an installation technician.
- Ability to climb ladders.
- Ability to crouch, kneel and work in confined areas for extended periods.
- Ability to lift heavy objects.
- Ability to solve problems and repair equipment on site.
- Strong skills in planning, organisation, scheduling, problem- solving and the resolution of conflicting priorities.
- Experience in the Broadband/Telecommunications sector.
- Organisational skills.
- Time management skills.
- Ability to work independently in order to effectively structure a day to allow for key installation-related activities.
- Team player.
- A proactive attitude and attention to small details are essential.

Behavioural Competencies

- Ability to work under pressure.
- Ability to move into an evolving area and play a role in establishing new processes and best practices.
- Problem-solving through working with and influencing multiple stakeholders.





Minimum Qualifications

- A full driving licence.
- Onsite customer service support experience
- Onsite installation experience of routers and access points.
- 1 year of professional work experience in a similar field.
- Qualified Electrician Fetac Level 6

Salary: TBD.

Location: HQ Dublin 15.

Reporting to: COO.

Job Type: Full-time, Permanent.

Hours: Primarily field-based role. Monday to Friday. Flexible hours – early mornings and late nights.

Annual Leave: 20 Days & Public Holidays

Benefits: Pension & Health Care

Start Date: January 2024

This is an exciting opportunity with potential for growth and career progression.

