



Customer Service Order (CSO) Technician

Location: Baltimore, MD

Overview

Tyto Athene (formerly Black Box Government Solutions) is a full service integrator focused on helping clients accelerate their ability to make decisions by providing ubiquitous and secure access to enterprise information throughout their operating environment. Tyto Athene uses a myriad of technologies, innovative thinking, and proven processes to deliver successful outcomes for its clients worldwide.

Responsibilities:

- Telephone installation and repair technician in support of O&M contract
- Perform station cabling, telephone moves, adds, and changes (MACS)
- Perform inside plant Main Distribution Frame cross connects
- Read, interpret, and complete Customer Service Orders (CSOs)
- Read and interpret building floor plans and schematics
- Troubleshoot lines from the MDF to the workstations, which may include troubleshooting OSP cabling for bad pairs

Qualifications:

- High school diploma or equivalent
- Minimum of 6 years telephone moves, adds, and changes experience required
- Position requires standing, squatting, bending, working beneath computer floors, above false ceilings, and climbing ladders
- Requires a can-do attitude, positive personality, all around team spirit and good customer service skills
- Basic computer and keyboarding skills required
- Microsoft Word, Excel, Outlook (email) & Power Point required
- Professional appearance in accordance with company dress code
- Work schedule may require nights and weekends
- Working knowledge of NORTEL/Avaya SL-100 SERVORD is a plus
- Have your own tools a plus (Buttset, Bix & 110 Punch Blade, wire wrap, etc.)
- Maryland Electricians License a plus but not required
- Additional post high school training or college is a plus
- Valid Maryland Driver's License required
- Ability to lift 50 pounds unassisted required
- Knowledge of VoIP required
- Professional verbal and written communication skill is required. Good grammar is required.