



Job Description: Software Installation Technician LINUX/UNIX Servers

- Summary:** We are seeking Software Installation Technicians for LINUX/UNIX Servers in Customer Data Centers. The selected candidates will travel to customer sites then, turn up Linux-based gateway devices which are all ready installed and powered up. Process orientation, a detailed checklist and installation technical support will be provided. The technician is expected to execute the software installation procedure without error or assistance. A support engineer will be available on an on-call basis.
- Status:** This is a regular, full-time opportunity.
- Eligibility:** Open to US Citizens, Permanent Residents and other persons legalized authorized to work in the US. No immigration or H1 visa support is available for this opportunity.
- Education:** AA or commensurate experience
- Certifications:** **None required.** However, Basic Linux and/or Unix Certification (Comp TIA, LPI, etc) is desired; CCNA desired
- Work Experience:** IT support experience with Unix/Linux OS knowledge is considered sufficient
- Reports To:** Client Project Manager
- Start:** On or about September 20, 2010
- Physical and/or Special Requirements:** This is a Field Technician opportunity and the candidate must have excellent analytical, communication, computer and time management skills. The successful candidate must be able to work with minimum supervision
- Working Conditions:** Technician will report to customer sites as required; up to 75% domestic travel is expected to locations listed below; the normal requirement is to be on site Wednesday – Friday. Transportation and lodging will be provided.

Santa Ana, CA
Santa Clara, CA
Carrollton, TX
Hazelwood, MO
Decatur, GA
Lake Mary, FL
Columbia, MD
Rochelle Park, NY

Responsibilities:

- As a Software Installation Technician, represent Glow Networks to the customer and/or client
- Demonstrate a solid understanding of the UNIX and LINUX operating systems
- Demonstrate proficiency with following installation checklists
- Execute Linux/Unix OS CLI and edit commands
- Have the ability to work and complete assignments independently
- Be willing to travel as needed for assignments
- Manage company provided automobiles, computers, test equipment and finances responsibly
- Demonstrate professional conduct in a customer premise/data center environment
- Desirable - knowledge of telecommunications transport networks

Special Skills:

- Proven customer field experience is required
- Ability to follow installation manuals and execute installation checklists



- Ability to identify and troubleshoot problems with scripts (basic level) with guidance
 - Certifications in Linux and/or UNIX are desired.
 - Technical / Computer competency
 - Excellent interpersonal skills
 - Organizational ability and time management skills
 - Languages: College level English is required
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Intent and Function of Job Descriptions:

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an efficient appraisal system and related promotion, transfer, layoff and termination decisions. Well constructed job descriptions are an integral part of any effective compensation program.

All descriptions are reviewed to ensure that only the essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standard required to successfully perform the positions. In no instance, however, should the duties, responsibilities and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose a serious health or safety risk to the employee or others or which impose undue hardship on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an "at-will" employer. Employees can be terminated for any reason not prohibited by law.