1. Developed and implemented procedures for preventive maintenance, backup and data recovery.
2. Accurately documented user support activities, such as system problems, corrective actions, resolution status and completed equipment installations.
3. Assessed facilities to determine capacity and needs for telecommunications systems.
4. Monitored and analyzed system performance, such as network traffic, security and capacity.
5. Used [Software] to prepare and evaluate network diagrams, floor plans and site configurations for both new and existing facilities.
6. Maintained compliance with company standards to perform all maintenance activities.
7. Accurately read, understood, and carried out written instructions.
8. Installed and maintained systems and analyzed users' needs.
9. Worked with users to diagnose and resolve network and device problems and implemented established technical or procedural solutions.
10. Reviewed and interpreted facility orders, network design orders, and circuit layout orders.
11. Oversaw business telecommunication networks, including telephones, office equipment, internet, and cable.
12. Consulted with clients to identify business and technical requirements for proposed system modifications and technology purchases.
13. Evaluated hardware and software to determine efficiency, reliability and compatibility with existing systems.
14. Communicated effectively with vendors to determine pricing and technical specifications for available hardware, software and services.
15. Employed wide variety of hand and power tools including hoists, drills, precision measuring instruments and electronic testing devices.
16. Developed cost estimates for system and component implementation and operation.
17. Tested equipment and circuits using various tools such as standard hand tools and network diagnostic tools.
18. Followed standards and procedures to maintain safe work environment.
19. Installed, aligned, and balanced new equipment.
20. Repaired surface damage utilizing wide range of systems and methodologies, including [Tool], [Tool], and [Tool].
21. Repaired cut cable of various sizes and worked with color-coded wires and cables.