



Field Operations Manager / Assistant Network Administrator

AirMax Internet, LLC is hiring to fill a position for Field Operations Manager / Assistant Network Administrator for our Clermont/Groveland, Florida office! This position will work with the owner to help build and maintain a growing Wireless Internet Service Provider (WISP) network. This person will assist with network administration, perform technical support, trouble shooting, manage and help perform customer installations, and help set up new tower locations for various types of electronic transmission equipment in all kinds of weather and work conditions. (We're safe, but we're persistent when it comes to our customer's internet reliability.) This position is required to perform a variety of duties. (Honestly, If you like technology, this is great. You get to be out and about building and installing internet and working with customers, but you also spend time with cutting edge networking equipment, fiber, and fixed wireless hardware and software in the office.) This position will be responsible for managing installations, troubleshooting and repair of network issues, managing expansions, and managing others as additional hires join the team.

If you'd like to apply or have questions about this position, email your resume or information to Rob Kelly at admin@AirMaxInternet.com.

Essential Job Duties and Responsibilities

The AirMax Internet Field Operations Manager position will be responsible for:

- Configuring, installation and maintenance of Internet equipment, including radios, routers, access points, switches and network cabling.
- Responsible for technical troubleshooting and programming of AirMax's core network.
- Responsible for technical troubleshooting and programming of customer's transmitter and router equipment.
- When in the office or on call, responsible for performing phone support activities to assist customers with issues and new install coordination.
- Work with owner and company team on special projects as the need arises.
- Consistently comply with CPNI (Customer Proprietary Network Information) rules.
- Perform other reasonably related business duties as assigned.
- Required, at times to function on a 24-hour on-call basis, including weekends and when others are out of office or on vacation (we build the network to minimize on-call issues.)
- Perform other duties and responsibilities as required or as assigned.
- Promote AirMax Internet's products and services.

Knowledge, Skills and Abilities

Knowledge:

- Understands networking, routing, IP sub-netting.



- Proficiency in use of Ubiquiti or Cambium wireless products, Mikrotik routers, and similar platforms is desirable (training is available).
- Expert proficiency in the use of computers and software on Windows is required.
- Linux experience helpful but not required.
- Mechanical ability.
- Ability to learn quickly.
- Follow, company policies, procedures, products and services.
- Knowledge of AC/DC electronics concepts is helpful.
- Computer security principles is helpful.
- Understanding of internet application protocols (pop/imap/smtp, dns, radius) is helpful.

Skills:

- Proficient in the use of various types of test equipment.
- Proficient in reading technical documents.
- Proficient with CAT5/6x specification cable (running, terminating)
- Ability to safely and securely mount transmitter and receiver equipment to customer's roofs, siding office buildings, etc.

General Company Requirements

- Exhibit exceptional organizational skills and be a problem solver.
- Professional conduct and communicate effectively, both in writing and orally, with customers and various business contacts in a courteous and professional manner.
- Work effectively in a fast-paced environment and prioritize multiple work assignments.
- Provide excellent customer service.
- Must adhere to company uniform and appearance standards.
- May be required to work flexible schedules.
- Help promote a safe working environment by following safety procedures.
- Travel (at times on short notice) is required.
- Ability to work in extreme weather conditions.
- AirMax Internet is a Tobacco free work place.
- Applicant must pass background and drug testing.
- Must have a minimum of 3 years driving experience with no citations in the last 12 months and no more than one citation and/or accident in the preceding 3 years.

Education and Experience

Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify:

- Must have completed a course in data communications, or have earned a degree in computer science, or related.
- Networking certification such as MikroTik, Cisco, or Ubiquiti preferred. Training courses available.



Physical and Working Conditions & Requirements

This position may require over 8 hours per day, flexible hours and some weekends. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Requirements

- Must be able to read and use computer.
- Must be able to read and interpret test equipment.
- Hearing: Must be able to hear well enough to communicate with employees and business contacts.
- Standing/Walking
- Climbing/Stooping/Kneeling
- Lifting/Pushing/Pulling
- Fingering/Grasping/Feeling
- Must be able to lift, carry, and climb 75lb 32' foot extension ladders.
- Must be able to work outdoors in all seasons.
- Must be willing and able to work on sloped roofs.
- Repetitive crawling, stooping, reaching, pushing, twisting, pulling, digging and ladder climbing.
- Wear protective equipment.
- Work indoor and outdoor year round.
- High, outdoor places (for example, telephone poles and roofs) in all weather conditions, possibly for extended periods of time.
- In residences, potentially in poorly ventilated areas such as attics, basements and/or crawlspaces where there may be dust, dirt, noise, insects, rodents, pets, and cleaning solutions.
- The ability to work overtime, weekends, second shift or participate in an on-call rotation when scheduled.
- Desire to learn to climb antenna towers/water towers is a plus.

Additional Information

This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor or other management or engineering personnel as required. AirMax Internet reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

If you'd like to apply or have questions about this position, email your resume or information to Rob Kelly at admin@AirMaxInternet.com.

———— IMPORTANT — READ BELOW —————

DO NOT apply for this job if...

- You are afraid of heights – this job will NOT work for you.
- Are uncomfortable working on roofs and ladders.
- Have phobias regarding dogs, cats, insects, spiders, bees, wasps, and other things likely to be found outside, around, and under houses, buildings, and towers.



- Are more than slightly claustrophobic.
- Dislike working outside in typical Central Florida weather (hot in the summer and mild cold in the winter).

What will get our attention (let us know if you have any of these skills)...

- Experience in FTTH installation would be an advantage.
- Experience in installation of Dish Network, Direct TV, HughesNet, or Exede systems.
- Ubiquiti, Cambium, Mikrotik or similar experience and knowledge.
- Experience in wiring houses for phone, cable, alarm, or audio/video.
- Experience with Unix (Linux, FreeBSD, others).