

Field Installation and Support Technician at Poa Internet

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Company: JobWebKenya

Location: Kenya

Category: computer-and-mathematical

Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); We believe EVERYONE in the world deserves access to the internet and affordable communications. Communications have an incredibly positive impact on improving the lives of individuals and accelerating the economic and social growth of developing countries; yet 4.4 billion people around the world are still unconnected and many more are poorly serviced. At poa! we believe everyone deserves access to the internet and it should not be limited to the privileged few. Our poa! Internet service provides wireless broadband to low income and rural communities across East Africa, offering individuals and small businesses highly affordable Internet access. poa! brings significant social benefit to the communities we serve by offering free access to digital content including educational and health materials as well as generating substantial employment opportunities.

Mission Statement for the Role:

To own the end to end deployment & Commissioning of all the assigned sites for Poa Customers across Kenya in a cost effective & timely manner with quality in mind.

Overall Responsibility:

Responsible for the deployment of all the assigned sites for Customer wireless installs & Field Support services, cost effectively with a keen focus on quality and high safety standards.

Financial:

Install Cost per Customer, Support Cost Per Customer, Failed Survey Rate

People:

Individual Contributor

Key SMART Results for A-Player

To have installed, terminated, and tested cable systems, mainly ethernet cables in line with industry standards and specifications – End of Q3

To have identified potential obstacles or challenges from site surveys to enable Network Planning team improve Poa network coverage – End of Q3

To have deployed & commissioned all the assigned sites within the planned timelines to drive efficiency in operations – End of Q3

Ensured right first time installations (No repeat works) for all the assigned works to drive quality – End of Q3

Ensured zero complaints from the customers due to damages to property/improper site keeping during the installation & support process for all the assigned works – End of Q3

To have adhered to safety guidelines and regulations for all assigned works by ensuring zero breaches to defined EHS requirements – End of Q4

Poa has no compliance critical errors by ensuring that all the assigned site installs are done with % compliance to all relevant legal regulations – End of Q4

Requirements

Level of Experience Required (Mandatory & Nice to Have)

At least 1 year of experience

Department stage of development where this role sits

Preparing for Scale / Systemization

Key Competencies Criticality (H, M, L)

At least 1 year experience in Wireless installation or related field -H

Technical proficiency in wireless systems with knowledge in Ubiquiti and Mikrotik equipment-H

Basic understanding of network equipment, including switches, routers, and wireless devices-H

Knowledge of cable installation techniques, industry standards, and best practices-H

Proficiency in using cable installation tools and equipment, such as cable pullers, crimping tools, and testers-H

Familiarity with different types of cables, connectors, and termination methods-H

Ability to work independently and as part of a team, following instructions and meeting deadlines-H

Physical stamina and ability to work in various environments, including outdoor and confined spaces-H

Strong communication and customer service skills -H

Adherence to safety protocols and procedures-H

Mandatory Criteria if Any with no exceptions to hire:

Must have a Diploma in Electronics & Electrical Engineering, Telecommunications, IT or related field

Must have atleast 1 year experience in Wireless installation or related field

Must have basic understanding of network equipment, including switches, routers, and wireless devices

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