COX COMMUNICATIONS: FIELD SERVICES
TECHNICIAN INTERNSHIP

Posting ID: IN2021007E

Company: Cox Communications

Company Website: http://www.jobs.cox.com

Work Location: Las Vegas, NV

Position Type: Full-Time

Salary: $18/hr

College Major(s): Construction Management (CEM), Mechanical Engineering (ME), Electrical/Computer Engineering (EE/CpE), Entertainment Engineering (EED)

College Level(s): Undergraduate-Junior, Undergraduate-Senior

OVERVIEW

Working with a Cox Universal Home Technician, the Intern provides assistance and learns how to install, disconnect, reconnect, add, change, and troubleshoot video, telephony, and high-speed Internet services at customer locations. Helps to Educate customers regarding their existing and new services. Rides in a company vehicle between office, warehouse, and work sites. Works outside or inside the customer's home. Works on regularly scheduled days and beyond regular work hours, as required. Reports to a Field Service Supervisor and a mentoring Universal Home Technician. Follows all Company standard safety practices in the course of performing work activities. Assists his mentoring UHT in delivering a great customer experience. Completes work to the highest quality standard in the most productive manner.

Roles and Responsibilities

Under the guidance of his mentoring Tech and Supervisor:

1. Prepares for daily work assignments by assisting his mentor to obtain equipment and supplies from warehouse, and stocking vehicle as needed.
2. Consults with mentoring tech, supervisor and other technicians for advice and assistance as needed.
3. Interacts with customers in a professional, courteous manner.
4. Completes work orders on paper or through WFA in accordance with Company standards.
5. Cleans work area upon completion of job.
6. Participates in team meetings as scheduled.
7. Attends job-related training that may include initial training, refresher training, and product/service updates.
8. Applies knowledge and skills acquired through his internship training to the relevant aspects of work activities.
9. Assists his mentor on installs, upgrades, and service calls for Cox broadband products and services including video, telephony, and Internet following prescribed procedures.
10. Uses small hand tools, power tools, and test equipment. Ensures that service operates within prescribed parameters.
11. Uses Personal Protective equipment and follows Cox Safety Procedures.
12. Works with alarms, low voltage electricity, and color-coded wires.

Education and Qualifications
Required
• 18 years of age
• Valid state driver's license and a good driving record
• Full Time Student in College or Trade School
• Able to work required shifts

Preferred Skills
• PC and Windows software skills
• Currently studying in a field such as engineering, Cisco Networking, science, construction trade, mechanics, semi-skilled manufacturing, or other related study or trade role.

How to Apply
Please apply on Hire A Rebel (posting ID=20162903) AND email resume to CCIUniversityRelations@cox.com, subject = Vegas, Field Services Tech intern