

Lead Technician / Technician Supervisor

About MT Networks

MT Networks is a locally owned, operated, and trusted local internet and telephone service provider, proudly serving Burlington, Madison, and surrounding communities. We are committed to delivering reliable connectivity, innovative solutions, and excellent customer service.

Position Overview

The Lead Technician / Technician Supervisor will oversee the daily operations of the field technician team, ensuring efficient, high-quality service delivery to MT Networks customers. This position combines hands-on technical responsibilities with leadership and supervisory duties. The role is critical in supporting the success of field operations, team development, and customer satisfaction.

Key Responsibilities

Supervisory & Leadership Duties:

- Provide direct supervision and support for field combination technicians.
- Schedule, assign, and oversee day-to-day operations, including installs, service calls, trouble tickets, cable locates, and new projects.
- Ensure safety standards, operational policies, and best practices are consistently followed.
- Train, mentor, and evaluate field technicians, fostering professional growth and technical excellence.
- Serve as the primary point of contact between field technicians and the General Manager.

Technical Responsibilities:

- Perform installation, maintenance, and troubleshooting of internet, telephone, and related services.
- Complete cable locates and assist with infrastructure projects as needed.
- Diagnose and resolve service issues in a timely, professional manner.
- Maintain accurate records of work performed, materials used, and customer interactions.

Qualifications

- Prior experience as a telecommunications or broadband technician is preferred.
- Leadership or supervisory experience strongly preferred.
- Strong technical knowledge of the internet, telephony, and networking systems.
- Ability to train, coach, and motivate team members.
- Excellent problem-solving, organizational, and communication skills.
- Valid driver's license and ability to travel between the Burlington and Madison offices.
- Work Environment & Physical Requirements
 - Work performed both indoors (offices, customer homes/businesses) and outdoors in varying weather conditions.
 - Ability to lift and carry up to 50 lbs., climb ladders, and work in confined spaces.
 - On-call availability may be required for after-hours emergencies.

Compensation

Competitive pay and benefits package.

Opportunity to join a skilled, community-focused team.

A role that combines leadership and technical expertise in a local company.

What We Offer

MT Networks is more than just a place to work; it's a place to build a career. We offer a competitive salary, a comprehensive benefits package including health insurance, paid time off, and a retirement savings plan. We believe in investing in our employees' growth and providing opportunities for professional development and training. Join a team that values innovation, collaboration, and a commitment to serving our community.

How to Apply

If you're looking for a challenging and rewarding opportunity, we encourage you to apply. Please submit your resume and a cover letter detailing your relevant experience and why you believe you'd be a great fit for the MT Networks team.

Email: hr@mtnetworks.com

Madison office: 117 N 3rd Street, Madison KS 66860. Office hours 8am-5pm, M-F

Burlington office: 814 N 4th Street, Burlington KS 66839. Office hours 8am-5pm, M-F

MT Networks is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.