



Please email resume, cover letter, and last 5 projects you were involved in and role to [jobs@rsitex.com](mailto:jobs@rsitex.com).

### Cloud Voice Install Technician

RSI is seeking a reliable and experienced Cloud Voice Installation Technician to join our growing team. Responsibilities include onsite installation, configuration, and maintenance of cloud-based voice systems for our clients. To ensure smooth deployment and exceptional customer experience, you will be working closely with our technical and support teams.

Status: Salaried, Full-time position.

Location: Central Texas Area (Austin, Waco, Mexia, Killeen, Harker Heights, or Georgetown)

#### ***Duties/Responsibilities:***

- Install and configure cloud-based voice systems (VoIP, PBX, & SIP).
- Perform on-site and remote installation, testing, and troubleshooting.
- Ensure reliable network connectivity and optimal call quality.
- Provide customer training and support during and after installation.
- Maintain accurate installation documentation and reports.
- Collaborate with IT and networking teams to integrate voice solutions.

#### ***Required Skills/Abilities:***

- Proven experience with cloud voice systems.
- Strong understanding of networking fundamentals (LAN/WAN, routers, switches, and firewalls).
- Excellent troubleshooting and problem-solving skills.
- Dependable, self-motivated, and able to work independently or in a team environment.
- Exceptional communication and customer service skills.
- Possess a valid driver's license and reliable transportation.
- Must be able to pass drug screening and criminal background checks.
- US citizen or valid work visa.
- Overnight travel to other RSI sites and client's sites as needed.

#### ***Physical Requirements:***

- Prolonged periods of sitting or standing at a desk and working on a computer.
- Must be able to lift up to 35 pounds at times.

***Other Requirements:***

- Travel to customer locations will be required. Reliable transportation is a must.
- Valid Driver's License and proof of auto insurance.
- Ability to pass a criminal background check and drug screening.
- Provide at least three (3) references, past salary, and work history.

***Preferred:***

- Experience with structured cabling and networking setup.
- Knowledge of cloud environments is a plus (AWS, Azure).