

Customer Field Technician I Tradespeople & Labourer EOI



Be part of transforming Australia's digital landscape as a Customer Field Technician. In this customer-facing role, you'll make a real difference to everyday Australians and see first-hand the impact your work has on customers.

Are you a tradesperson, trade assistant, or field-based worker looking to take the next step in your career? Whether your background is in telecommunications, construction, plumbing, civil works, or general labouring, this role offers an opportunity to apply your practical experience while developing strong technical capability in a physically active, safety-critical environment.

A bit about your role

As a Customer Field Technician, you'll deliver hands-on installation, repair, activation and connection services in customers' homes, working across both indoor and outdoor environments. You'll use a variety of tools and test equipment to install, commission and service in-home technologies, consistently applying safe work practices and risk controls onsite.

This is an active, field-based role involving tasks such as lifting and carrying equipment, working at heights or in ceiling spaces, and moving between kneeling and standing positions. You'll apply strong technical knowledge, methodical fault-finding and attention to detail to complete work efficiently, safely and to a high standard across varied home settings.

Alongside technical work, you'll provide clear and respectful in-premise customer service—explaining findings, next steps and outcomes so customers feel informed and confident. You'll also have opportunities to build your capability across additional activation and connection tasks through structured training and support from experienced colleagues.

A bit about you

You come from a background in telecommunications, construction, plumbing, civil works, or general labouring and are comfortable with physically active, site-based work. You have experience using hand and power tools, working outdoors, following work instructions, and completing tasks that require strength, coordination, and attention to detail.

You understand the importance of completing work safely onsite and consistently follow procedures, risk controls, and safety guidelines. You're capable of working in physically demanding environments, adapting to changing conditions, and maintaining focus while performing repetitive or technically detailed tasks. You communicate clearly, work respectfully in customer and public environments, and contribute positively to a team culture focused on safety, quality, and reliability. You're open to learning new technical skills, motivated to build long-term capability, and hold a current driver's licence to support your field-based responsibilities.

If you are dependable, safety-focused, and motivated by practical, hands-on work that delivers real outcomes, this role provides a strong entry point into a long-term technical career with full training and ongoing support.

Life at nbn

To be part of nbn is to be part of something bigger. There's so much more from here. Our pioneering spirit drives us forward every day. Together, we help lift the digital capability of the nation by building and connecting Australia's best fibre infrastructure into homes and businesses, plus places and things, everywhere. We're continuing to create Australia's network—a network made for more. Not just a way for everyone to do the things they love but transforming the way they do them.

A more inclusive working world

nbn is committed to an inclusive, flexible, and supportive workplace where everyone can feel heard, valued, and respected. We believe diverse perspectives are the key to unlocking greater outcomes and encourage applications from people of all ages, nationalities, abilities, and cultures. That's why we have a Reconciliation Action Plan, Accessibility & Inclusion Plan, offer 18 weeks of paid parental leave, are a Pride in Diversity Platinum Employer, and have active employee-led diversity pillars. [Click here to see our list of employee benefits](#) and why we're recognised as a WORK180 Endorsed Employer for Women, and their Employer of Choice for 2025.

Equal Opportunities for All

We champion equal opportunities for all employees. If you have any accessibility requirements and would like to discuss adjustments for the recruitment process, please don't hesitate to contact us by emailing recruitment@nbnco.com.au or calling our Recruitment Accessibility Enquiry Line at +61 2 8918 9990. Please note, this line is dedicated to accessibility-related enquiries for the purposes of recruitment, and only enquiries related to accessibility adjustments will be answered. For other matters, please visit our [Contact Us](#) page on our website.

Where to from here?

If you think this role might be for you, we want to hear from you. Please apply by following the links and send your resume only. We do not require a cover letter or any selection criteria to be addressed.

Please note, this is a permanent role.

To be eligible for this role, you must have full working rights in Australia.

To Apply: click the link below, to see the various locations and roles available, then follow the application link from there: <https://nbn.wd3.myworkdayjobs.com/nbncareers>