



# Telephone Service Technician

Department: Installation & Repair (I&R)

FLSA Status: Non-Exempt

Reports To: I&R Supervisor

Job Status: Full Time

Supervises: None

## POSITION SUMMARY

Telephone Service Technicians will perform required work in connection with the construction, maintenance, operation, and servicing of telephone lines, IPTV, instruments, and related equipment, including Key Systems, PBX, broadband, security and surveillance cameras, locating and splicing fiber optic cable. Reporting location, assigned department and supervisor are subject to company needs determined by management.

## ESSENTIAL FUNCTIONS

### Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

### Essential Duties and Responsibilities

- Receives service orders and necessary equipment used in installing, upgrading, downgrading, or changing a customer's telephone service or equipment.
- Provides exceptional customer service to all customers, external and internal.
- Installs, removes, or makes changes in residential and business telephones, including key and PBX equipment per service order.
- Maintains residential and business telephones from customer trouble reports, including key systems and PBX Equipment.
- Installs, removes, or makes changes in broadband service per service order.
- Installs and maintains security and surveillance cameras and related equipment.
- Installs and maintains IPTV and related equipment and instructs the customer on the operation of the related IPTV equipment.
- Installs drop wire to premise. Installs wires to base of telephone instrument. Installs ground protection from unwanted electrical surges.
- Installs jumpers on the frame in all un-manned Central Offices.
- Installs concealed telephone wire and other equipment at buildings under construction.
- Performs all installation techniques necessary to ensure neatness, and concealment where possible, of wires leading to telephone, broadband and IPTV instruments.
- Reads and interpret maps, staking sheets, cut sheets.
- Responsible for placement of new facilities, performs construction and maintenance splicing of copper and fiber cable.
- Responsible for locating of existing facilities.
- Informs dispatcher of completed trouble tickets and service order so records are updated.
- Repairs all types of trouble on cable plant, drop wire, station wiring, telephones, internet and IPTV service.
- Performs On-Call duty when implemented and assigned by the Company.
- Responsible for maintaining vehicle records and timely submitting monthly mileage, vehicle condition and daily inspection reports.
- Ensures truck, tools, and working equipment assigned are properly used, kept clean and in good working order and any required repairs are promptly reported to appropriate personnel.
- Ensures assigned vehicle is stocked with appropriate equipment/materials to provide timely service to the customer.
- Complies with all traffic laws, safety rules, regulations and safe practices while operating the vehicle assigned.
- Submits material and equipment charge outs, as well as material credited-in and any other clerical forms or other required procedural work in a timely manner.
- Submits sketches and measurements and makes staking sheets when assigned and submits maintenance Job Order form to the Engineering Department when laying temporary lines out.

- Participates in company and industry training to maintain up-to-date knowledge of current technologies.
- Operate machinery (bucket truck, forklift or skidsteer, etc.) upon request.
- Promotes the sale of Company products, services, and features and educates customers on the use of equipment.
- Performs other miscellaneous duties as assigned by management.\*

\*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

## **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

## **POSITION QUALIFICATIONS**

- Knowledge of basic electrical and electronic circuitry.
- Knowledge in software applications pertaining to position (MS Excel/Word, Auto Desk Design Review, etc.)
- Knowledge of company products and services.
- Knowledge of company policies and procedures including safety and cybersecurity policies.
- Ability to communicate effectively, clearly, and concisely both verbally and in written form.
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner to maintain good internal and external customer relations.
- Ability to work at a sustained pace and produces quality work which is accurate and thorough.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to maintain strict confidentiality guidelines in accordance with company policy.
- Ability to comprehend technical topics and specialized information pertaining to job duties.
- Knowledge of strong analytical and problem-solving skills.
- Ability to function as a team player and projects a positive attitude.
- Demonstrates dependability through good attendance and adherence to timelines and schedules/policies.
- Accepts responsibility for conduct/actions.
- Ability to accept responsibility for decisions, conduct, and actions.
- Ability to project a positive attitude and adapt to a rapidly changing environment.
- Ability to calculate figures and amounts such as discounts, interest, and percentages.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to complete assigned tasks under stressful situations.
- Ability to travel overnight as required for training, meetings, and conferences.

## **EDUCATION and/or EXPERIENCE**

Associate's degree in Electronics/Telecommunications Technology (preferred); Associate's degree (A.A.) in related field or diploma from a one or two year technical school in related field; or one to two years of applicable experience and/or training; or an equivalent combination of education and experience. Proficiency with computers and basic networking and troubleshooting experience is required. Experience and knowledge in residential networks and entertainment technologies are desired.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Driver's License and maintaining insurability under the Company's insurance plan is required

## **PHYSICAL DEMANDS / WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to walk and talk or hear. The employee is occasionally required to sit. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 10 pounds, and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, and color vision. Able to operate mechanical and electrical tools, including drills, generators, rotor hammers, etc.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee is frequently exposed to wet and/or humid conditions; high, precarious places; and risk of electrical shock. The employee is occasionally exposed to extreme cold and extreme heat. The noise level in the work environment is usually moderate.

## UNDERSTANDING AND AGREEMENT

As Telephone Service Technician, I understand and agree to perform my job as best I can. I realize this written position description is designed to give me a summary of major duties and responsibilities of my position. I may be asked to perform other position-related tasks that may not be specifically mentioned in this description. Furthermore, I understand that my position description is to be used as a guide for conduct in employment setting and is not a contract or offer of a contract of employment terms and are subject to change at the discretion of the employer.

By signing below, I am indicating that I have read the essential requirements and responsibilities for this position.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

**RELIABILITY**  
There for you  
Be the company everyone can trust and count on.

**INTEGRITY**  
Doing what's right  
Be honest and committed to upholding a high standard of moral and ethical principles.

**SERVICE**  
Providing for you  
Be on the leading edge of technology while exceeding customer expectations and giving back to our communities.

**CORE VALUES**

**GROWTH**  
Always Evolving  
Be continually improving our network and skill set to meet the future needs of our customers.

**ACCOUNTABILITY**  
Own it  
Be responsible for our actions, acknowledge the good and the bad, correct our mistakes and build on successes.

**COMMUNICATION**  
Open Exchange  
Be receptive to all views, inform and educate to ensure the company aligns with the needs and expectations of those we serve.