

JOB DESCRIPTION

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| Job Title: | Installation and Repair Technician |
| Reports To: | Network Facilities Center Supervisor |
| FLSA Status: | Non Exempt |
| Salary Grade: | 15 |
| Effective Date: | October 2021 |

Position Overview

The Installation and Repair (I&R) Technician performs the installation, repair, and servicing of communications equipment and performs line and cable work consistent with industry standards. This position performs remote trouble desk and dispatch functions on an as-needed basis. The I&R Technician must be able to exercise judgment within constraints of accepted principles and practices. Decision-making is made in conjunction with Management and Directors.

Essential Duties and Responsibilities

Installation & Repair- 100%

- Installs all common types of communications equipment including inside wiring, jacks and modems.
- Identifies assigned pairs at pedestals or ready access points. Installs aerial and buried drop facilities.
- Performs proper bonding and grounding procedures at the member's interface.
- Locates trouble source in outside plant and customer premise equipment.
- Within the Central Office, identifies the proper cable pair, line circuit, and then connects the components as required.
- Sectionalizes all line trouble and makes correct interpretation of repair needed by using all provided test equipment properly.
- Runs acceptance tests at completion of installation to insure that equipment is working properly. Reports readings for recordkeeping when installation is complete.
- Accesses service order and trouble information from computerized database.
- Assists central office staff in wiring of mainframe and performs cut-over work.
- Works with central office personnel to diagnose and repair trouble in various communications equipment.
- Work closely with personnel from other departments to accomplish completion of work orders.
- Maintain vehicles and work equipment in a clean manner and in safe working order. Completes monthly vehicle and equipment inspections.

Other Duties and Responsibilities

- Knows, understands, and stays up to date with the Company's products and services in order to assist customers with questions on how to use, and encourages adoption, of products and services.
- Actively participates in the performance management process which includes goal setting and identifying opportunities to learn, develop and/or improve skills. Proactively follows through on meeting performance objectives and expectations.

- Cooperates with others to achieve shared objectives.
- Demonstrates a positive attitude in daily interactions. Encourages positive relationships among the staff and promotes good morale in the workplace.
 - Performs duties as a lineman or cable splicer on an as-needed basis.
 - Establishes and maintains good working relationships with personnel from other utilities and governing agencies.
 - Performs other duties as assigned.

Required Knowledge, Skills and Abilities

1. Typically requires a minimum of one year experience as a Lineman, Installation & Repair Technician or Cable Splicer.
2. Requires the ability to access and understand computerized mapping records of outside plant.
3. Must be familiar with the National Electric Safety Code and National Electric Code as related to the communications industry.
4. Must have a current First Aid, CPR, and Flagging certification cards and be willing to obtain a Limited Energy License.
5. Must understand, be able to distinguish and work with cable color codes.
6. Basic knowledge necessary to set up internet (DSL), Wi-Fi and email protocols on the equipment.
7. Must be able to climb poles.
8. Must know and follow the Company's policies, guidelines, and procedures.
9. Requires computer skills using MS Office 365.
10. Requires the ability to maintain good working relations with other departments and outside agencies.
11. Excellent customer service skills required.
12. Requires the ability to work under various conditions.
13. Must have time management and organizational skills and the ability to multi-task.
14. Possess strong communication, teamwork, problem-solving, and interpersonal skills.
15. Must demonstrate initiative and attention to detail, possess the ability to analyze facts, make recommendations, and manage projects independently. Must be able to diagnose and solve complex problems.
16. Requires a valid Oregon driver's license and the ability to maintain a valid license.
17. Requires the ability to work under minimal supervision and work flexible hours including extended hours as required.

Preferred Qualifications

1. Familiarity with NISC systems and NJUNS systems.
2. Limited Energy License.

Physical Demands

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. 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 sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is required to stand, walk, bend and stoop.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The physical effort applied in this job includes:

- | | | | |
|--|---|---|---|
| <input checked="" type="checkbox"/> Lifting | <input checked="" type="checkbox"/> Pulling | <input checked="" type="checkbox"/> Reaching | <input checked="" type="checkbox"/> Manipulating |
| <input checked="" type="checkbox"/> Carrying | <input checked="" type="checkbox"/> Pushing | <input checked="" type="checkbox"/> Shoveling | <input checked="" type="checkbox"/> Keying/typing |
| <input type="checkbox"/> Other (specify) | | | |

Lifting and frequency required by the job:

| Amount of Effort Applied | % of Time Effort is Applied | | | |
|--------------------------|-----------------------------|------------|------------|---------------|
| | Less than 15% | 15% to 40% | 40% to 70% | More than 70% |
| Less than 1lb. | | | | ✓ |
| Between 1 & 5 lbs. | | ✓ | | |
| Between 5 & 25 lbs. | ✓ | | | |
| Between 25 & 60 lbs. | ✓ | | | |
| More than 60 lbs. | ✓ | | | |

Work Environment

The work environment characteristics 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.

The job is typically performed outdoors. The work environment characteristics include confined spaces, heights and inclement weather.

Attendance

Regular and reliable attendance is required.

Safety

This position requires the ability to support a safe work environment by performing duties in accordance with acceptable, safe work procedures. This includes but is not limited to: reporting all incidents and accidents to your supervisor immediately but no later than within 24 hours; maintaining the work area in a safe and healthful condition; reporting, and whenever possible correcting, unsafe working conditions; operating vehicles while in the course of employment in a safe and lawful manner; and providing assistance to reduce or eliminate workplace hazards.

Acknowledgement

I am able to perform all the essential functions of the job, as described in this job description.

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| Signed | Date |
| Printed Name | |
