

**Job Title:** Network Technician

**Department:** Outside Plant

**Reports To:** Plant Supervisor

**FLSA Status:** Non-Exempt

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**Job Summary:**

The Network Technician is responsible for installing, maintaining, and servicing customer premises equipment. This includes installing wires and equipment, performing initial wiring or rewiring for new subscriber systems, troubleshooting and repairing network facilities, and performing TV work as necessary. The technician may also install and maintain multi-line key systems and VoIP systems, TV systems, internet devices, and other unregulated equipment. Proficiency in all tasks and activities necessary to service and maintain the company's plant and facilities is required.

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**Essential Job Functions:**

**1. Installation and Maintenance:**

- Install new services and equipment for subscribers by installing wires and equipment.
- Maintain and repair existing equipment by using test sets to locate fiber trouble. Determine necessary repairs, which may include repairing fiber & inside wiring, ground connections, running new wires, and replacing jacks, lids, and pedestals as needed.
- Perform work duties both inside customer premises and outdoors, often in harsh environments.
- Perform locating of fiber cable.

**2. Customer Interaction:**

- Confer with customers to further determine problems and acceptable resolutions.
- Maintain a positive customer service attitude.

**3. Documentation:**

- Complete all installation and repair-related forms and reports.

- Perform computer work in the billing system for troubles and service orders.

#### 4. **Other Duties:**

- Perform all other related duties as assigned by management.
  - Must be available to work occasional off hours and participate in on-call rotation.
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#### **Knowledge, Skills, and Abilities:**

- Knowledge of basic electronics, specification sheets, and circuit diagrams.
- Knowledge of telecommunications plant equipment operations and maintenance.
- Knowledge of local exchange distribution network facilities.
- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Skill in operating service equipment, including various hand tools and testing equipment.
- Ability to communicate with co-workers and various business contacts in a professional and courteous manner.
- Ability to read and interpret documents such as maps, staking sheets, and operating and maintenance instruction manuals.
- Ability to pay close attention to detail.
- Ability to evaluate, test, and repair sophisticated equipment.
- Ability to improve or redesign procedures for specific installation/repair problems.
- Ability to work independently and make sound technical decisions using information at hand.
- Ability to effectively function as a team player.
- Excellent communication skills, both written and verbal.
- Fast learner and self-starter.
- PC and smartphone application knowledge (Google, Microsoft, Adobe, etc.).

- Experience in working with basic hand tools and drills.
  - Safety-first mindset.
  - Must have good hearing and the ability to identify and distinguish colors.
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#### **Education and Experience:**

- High school diploma or equivalent, plus two years of telecommunications schooling or equivalent work experience.
  - Two years of experience in the installation and maintenance of telecommunication equipment.
  - Eligible to work in the USA.
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#### **Certificates, Licenses, and Registrations:**

- Maintain a valid driver's license and be insurable under the Company's insurance policy.
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#### **Physical Dimensions:**

- Must be able to see service orders and trouble reports.
  - Must be able to hear well enough to communicate with employees and business contacts.
  - Must be able to move about the work site.
  - Must be able to stoop, kneel, and crawl to perform installations.
  - Must be able to lift at least 40 lbs, climb stairs, ladders and at times work in tight spaces.
  - Must be able to grasp and feel objects.
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#### **Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold,

noise, vibration, wetness, etc. Somewhat disagreeable working conditions due to continuous exposure to one or more of the elements listed above. Exposed to one element continuously or several elements occasionally, but usually not at the same time.

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**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Job Description Prepared on March 3, 2025