

Name: _____

POSITION PROFILE	
POSITION: Communications Technician	DEPARTMENT: Field Operations
CUSTOMARY WORK HOURS: 8:00 a.m. to 4:30 p.m.	
CUSTOMARY WORK DAYS: Monday – Friday (On-call/call out/overtime)	
SALARY GRADE: Technical Support III	STATUS: Non exempt
REPORTS TO: Operations Manager	

POSITION SUMMARY

The Communications Technician is accountable for all installation, troubleshooting, repair and maintenance of outside plant facilities; including, but not limited to, fiber and copper cables and related support structures. Responsibilities also include periodic support of additional services such as broadband services, subscriber carrier systems, span lines, special circuits and cable locating.

PRINCIPAL ACCOUNTABILITIES

DAILY

- Installation, maintenance and repair of outside buried and aerial facilities
- Installation of Service Orders for voice, data, and special access services over copper and fiber
- Splicing of copper and fiber facilities designated on or related to specific work orders
- Cable facility rearrangement
- Repair of facilities related to customer-initiated trouble reports
- Understands and accepts the necessity for reporting to work, on time, and is ready and able to perform the duties and responsibilities of the position on a daily basis
- Proactive involvement in the Company's Safety Program, including compliance with all rules and regulations, and for continuously practicing safety while performing their duties.

PERIODIC

- Installation, repair, and maintenance of battery and power plants.
- Installation of service orders including placing network interface equipment and grounds.
- Completes Arizona811 cable locates as required
- Installation of inside wire, Ethernet services, and modular jacks
- Assist the Senior Communications Technician in the installation, maintenance and repair of outside plant subscriber carrier facilities, subscriber span lines and special circuits
- List of principal accountabilities is not exhaustive and may be supplemented as necessary
- Participate in on-call rotation

KEY PERFORMANCE FACTORS

ACHIEVING RESULTS

- Applies knowledge of the job to existing and new, and sometimes challenging situations
- Applies technical skills to successfully resolve both company and customer concerns
- Accepts responsibility for, and follows through on, tasks, assignments, and other responsibilities in a timely manner
- Meets departmental standards for productivity (rated on the basis of work accomplished to volume of work)
- Performs duties with accuracy, thoroughness, attention to detail, and neatness
- Sets challenging, but realistic goals
- Holds self accountable for individual results

- Monitors quality of own or others' work (e.g., double-checks the accuracy of information or work product; checks to ensure that procedures are followed)
- Takes actions to solve a problem or overcome an obstacle to achieving results
- Makes specific changes in work processes or own work methods to improve performance (e.g., does something better, faster, at lower cost, more efficiently; improves quality, customer satisfaction, morale, revenues)
- Performs work in a safe and healthful manner and in accordance with the Company's Safety Program

PROACTIVITY

- Recognizes tasks, activities, assignments to be done and completes them without specific directive or actively seeks new duties or challenges
- Offers one or more ideas to improve work processes or departmental productivity. Initiates actions to address an anticipated problem or obstacles. Actions are within the constraints of respective authority
- Has the ability to seek and consolidate information from a wide variety of sources concerning a problem or issue affecting a specific project or department as a whole

TEAM ATTITUDE

- Must display an open willingness to partner with other employees to achieve positive results
- Expresses the belief that others are fully capable of contributing to the work process and being effective when given the chance
- Participates willingly in departmental or work group decisions.
- Demonstrates commitment to achieving departmental goals by assisting others, even if the task is not a part of their primary roles and responsibilities
- Shows respect for other's intelligence by appealing to reason
- Genuinely values others' input and expertise and is willing to learn from others (including supervisors, peers, and subordinates)

ORGANIZATIONAL COMMITMENT

- Respects the way things are done in the organization and does what is expected (e.g., dresses appropriately, presents the Company in a positive light).
- Follows Company policies and procedures
- Respects and accepts what management sees as important
- Maintains attendance in accordance with Company guidelines and is consistently punctual
- Makes choices and sets priorities to meet Company's needs
- Cooperates with others to achieve organizational/departmental objectives
- Publicly acts to fit the Company's mission

FLEXIBILITY

- Makes an effort to understand other team member's points of view
- Able and willing to perform work activities during both scheduled and unscheduled shifts; including weekends and holidays if needed
- Able to shift easily from one task or focus to a different one
- Willing to change ideas or perceptions based on new information or contrary evidence
- Decides what to do based on the situation (e.g., acts to fit the situation or person)
- Is willing to travel to where the work requirements dictate based on management's direction

SELF-MANAGEMENT

- Focuses discussions on the process not on the people in the process
- Demonstrates an ability to handle stress on the job (e.g., able to multi-tasks, prioritize)
- Controls own strong emotions; such as anger or extreme frustration.
- Remains calm in stressful situations, addressing difficult problems one at a time
- Remains productive under stress. Deals with stress directly and does not allow stress to weaken one's ability to complete a task or interact effectively with others

CUSTOMER SERVICE ORIENTATION (internal and external)

- Gives friendly, cheerful service
- Follows through on customer inquiries, requests, complaints
- Keeps customers up-to-date on the progress of projects (but does not probe customer's underlying issues or problems)
- Maintains clear communication with customer regarding mutual expectation, monitors customer satisfaction

PHYSICAL REQUIREMENTS

- Possesses the ability to speak clearly and understandably and hear communications by telephone and in person
- Possesses fine and gross manipulation skills
- Possesses grasping and power grip abilities
- Must have good vision (with correction) and also have color vision to differentiate wiring
- Must be able to sit for prolonged periods of time
- Must have ability to stand, sit, squat, bend, kneel, twist, crawl, reach, lift, balance, carry, push and pull to accomplish daily tasks associated with requirements of the position
- Must be able to perform job duties and responsibilities in all types of weather, ranging from extreme heat to cold, including rain and snow
- Must have the ability to walk and negotiate rough terrain while carrying necessary equipment to perform job duties
- Must have the ability to drive in all types of terrain and in all types of weather, including rain and snow
- Must have the ability to install and remove tire chains from vehicles
- Must be able to lift 100lb. maximum with frequent lifting and/or carrying objects weighting up to 50lb.

QUALIFICATIONS

EDUCATIONAL REQUIREMENTS

- High school diploma or equivalent
- Vocational degree or industry related certification in electricity, electronics or outside plant maintenance; or
- 2-year college degree, emphasis in electricity or electronics

TECHNICAL REQUIREMENTS

- Conceptual and practical understanding of telephone cable repair and maintenance and able to apply this knowledge in day to day duties and assignments
- Conceptual and tactical understanding of the difference between copper and fiber applications.
- Conceptual understanding and practical application of outside plant placing and splicing schematics, plant maps, cut sheets, and engineering maps
- Demonstrates ability to quickly differentiate and support multiple broadband service types
- Conceptual understanding and practical application of T-1 carrier systems and T-1 span lines as it applies to installation, maintenance and repair; including service delivery over copper and fiber transport media
- Demonstrates practical knowledge of AC/DC electrical circuits and their application in the network; including the ability to wire central office equipment from power frames
- Demonstrates knowledge of cable repair vs. cable maintenance in both copper and fiber applications
- Possesses and maintains a valid and unrestricted class "C" driver's license, with driving records that provides insurability under the Company's vehicle insurance carrier and within the guidelines of the Company

WORK EXPERIENCE

- 2 years as a Communication Technician, or similar position, where duties and responsibilities correspond with the essential and periodic accountabilities of this position
- 2 years Outside Plant Line Worker or demonstrated aptitude in another field
- Demonstrates the ability to independently perform the daily and periodic principal accountabilities of this position

ENVIRONMENTAL CONDITIONS

OUTDOOR CONDITIONS

Exposure ranges from mild to extreme weather conditions, including heat, cold, humidity, rain and snow. At times, personal protective equipment and clothing are the only protection provided against the elements. There is also unavoidable exposure to plant and animal life that inhabit the area. Environments may also include crawl spaces and attics. These conditions range from wet, damp and cold to hot, humid and dusty

CONFINED SPACE ENTRY

Entry into confined spaces is restricted to those individuals who have received proper training in working in such an environment. Conditions can range from wet, damp and cold, to hot and humid

THIS POSITION PROFILE DOES NOT PROMISE OR IMPLY THAT THE ACCOUNTABILITIES LISTED ARE THE ONLY DUTIES TO BE PERFORMED OR THAT THE POSITION MY NOT CHANGE, OR BE ELIMINATED. JOB TASKS AND RESPONSIBILITIES ARE NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY. THE REQUIREMENTS FOR THE POSITION ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL AND/OR ABILITY TO PERFORM DUTIES OF THE JOB. JOB TASKS AND RESPONSIBILITIES MAY BE ALTERED AT ANY TIME, WITH OR WITHOUT WRITTEN NOTICE. IN NO WAY DOES THIS DOCUMENT ALTER THE AT-WILL STATUS OF THE TABLE TOP TELEPHONE CO.

APPROVALS	
OPERATIONS MANAGER:	DATE:
DIRECTOR OF OPERATIONS:	DATE:
HUMAN RESOURCES MANAGER:	DATE:

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all the stated requirements.

Print Name

Signature

Date