

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 (Scheduled rotation Tuesday-Saturday)	
SALARY GRADE: Technical Support I or II	STATUS: Non exempt
REPORTS TO: Operations Manager	

POSITION SUMMARY

The Communications Technician is accountable for 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. Items listed are not exhaustive for the job.

PRINCIPAL ACCOUNTABILITIES

DAILY

- Proactive observation of systems operations tools with the intent of identifying and resolving problems before they are reported by customers
- Perform troubleshooting duties for telephone and internet services with customers either in-person or over the phone
- Grasp and manipulate both simple and complex IP network architectures
- Proactive observation, with scheduled maintenance and repair of outside buried and aerial facilities
- Installation of Service Orders for voice, data, and special access services over copper and fiber
- 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 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
- 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 completed to work volume)
- Performs duties with accuracy, thoroughness, attention to detail, and neatness
- Sets challenging, but realistic goals with the aim of attaining career advancement in the position
- Holds self accountable for individual results

- Monitors quality of own work and asks for assistance and feedback to improve work product (e.g., double-checks the accuracy of work product; checks to ensure that procedures are followed)
- Takes actions to solve a problem or overcome an obstacle to achieve results
- Makes specific changes in work processes under the guidance of senior technicians and management team members (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 in accordance with outlined management expectations without specific directive, and actively seeks new duties or challenges
- Offers ideas to improve work processes or departmental productivity, and under the guidance of management initiates actions to overcome an anticipated problem or obstacle
- 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, and as necessary to resolve Company designated emergencies.
- 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
- 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 intelligibly and hear communications by telephone and in person
- Possesses fine and gross motor/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 / WORK REQUIREMENTS

- High school diploma or equivalent
- 2 years of industry related experience; including inside wire work or network wiring knowledge
- Desired: Vocational degree or industry related certification in electricity, electronics, radio transmission or outside plant maintenance; or 2-year college degree, emphasis in electricity or electronics
- Commitment to independently perform the daily and periodic principal accountabilities of this position

TECHNICAL REQUIREMENTS

- Conceptual and practical understanding of telephone and ethernet cable
- Conceptual understanding of the difference between copper and fiber applications.
- Ability to learn and master electronic support and provisioning systems in order to provide service
- Ability to read maps and ability to conceptualize and functionalize the use of facility drawings in conjunction with maps.
- Demonstrates practical knowledge of AC/DC electrical circuits and their application in the network
- Ability to learn, retain and use knowledge of 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 Company guidelines
- Has, or has the ability to develop, an understanding of fixed wireless loop equipment; including equipment installation

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 PONDEROSA TELEPHONE CO.

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