

City of Beresford
Position Description
Telephone Technician I

<u>Department</u> Telephone/CATV	<u>Supervisor</u> General Manager	<u>Classification</u> Full-time
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Purpose of the Position: Installs, maintains & services customer's home or business location. Installs drop wires, station protectors & network interface devices and performs initial wiring and rewiring for new subscriber systems. May also install broadband communications equipment and cable TV service. Provide maintenance for the telephone buildings.

Job Location: This position will be located at the Telephone Central Office.

Supervisory Controls: Incumbent works under the direction of the BMTC General Manager.

ESSENTIAL FUNCTIONS OF THE JOB:

- Installs new service & equipment for subscribers by installing drop wires, station protectors and network interface devices.
- Maintains, troubleshoots and repairs existing outside plant by using test equipment to locate line trouble.
- Complete installation and trouble service orders.
- Assist in installation of other diversified telco services, including broadband communications, video, surveillance systems, fiber optic facilities, etc.
- Maintain copper loop facilities.
- Maintain material inventory on work vehicle.
- Locate underground cables per requests and respond to emergency locates on a 24/7 hour basis.
- Installation and repair of customer premises equipment.
- Perform line work & ground work as necessary.
- Maintain buildings by dusting, sweeping, vacuuming and mopping floors.
- Pick up incoming freight & deliver to appropriate person or put away.
- Maintain inventory of stock for telephone, internet and cable TV department. Informs appropriate personnel when supplies need to be ordered.
- Assist with buried telephone & cable main line when requested.
- Check returned equipment. Cleans and stores for future use or discards when appropriate.
- Wiring of all services on main frame.
- Assist technicians to install and remove CATV traps.
- Removal of snow from sidewalks & driveways of assigned areas.

ADDITIONAL REQUIREMENTS OF THE POSITION:

- Operate telephone company equipment.
- Attend outside training opportunities as necessary.
- Required to be in an "On Call" rotation on weekends and holidays.
- Willingness to learn new skills and technology.
- Residency preferred within a distance from the Central Office adequate to meet a 15 minute response time.
- Perform other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of basic electronics, specification sheets and circuit diagrams.
- Knowledge of telecommunications plant, equipment, operations and maintenance.
- Knowledge of company products and services.
- Skill in operating service equipment, including various hand tools & testing equipment.
- Skill in operating large equipment such as skid loader, snow blower, trencher, etc., or ability to learn.
- Ability to communicate with co-workers and customers in a professional and courteous manner.

- Ability to read and interpret documents such as maps, staking sheets and instruction manuals.
- Ability to pay close attention to detail.
- Knowledge of telephone, internet and cable TV principles.
- Ability to set priority of tasks according to urgency.
- Ability to maintain accurate, up-to-date records.
- Ability to work independently and as a team member.
- Be proficient in the use of Microsoft Office programs, specifically Excel and Word.
- Must have good driving record, ability to use ladders, lift weights up to 50 lbs., and tolerate tight spaces.

MINIMUM QUALIFICATIONS:

- High school diploma.
- Two years of telecommunication training or equivalent work experience preferred.
- Current driver's license.