



Senior Systems Technician

Department: Telecommunication & Utilities Department

FLSA: Non-exempt

Reports to: Telecommunications & Utilities Director

GENERAL DESCRIPTION

Under general supervision of the Telecommunications and Utilities Director perform advanced level technical work in the installation, maintenance and repair of telephone lines and internet service. Work also includes implementation, maintenance and repair of the IPTV cable system.

ESSENTIAL JOB FUNCTIONS

Troubleshoots and repairs residential and business telephone system lines and equipment

- Operates test equipment to isolate problems
- Splices cable
- Repairs cable pairs, jacks, lines and pay telephones
- Collect funds from pay telephones

Installs new residential and business telephone service

- Pulls new cable into businesses by means of conduit or other methods
- Installs new cable pairs and jacks
- Assembles, programs and installs business key systems as well as trains customers in their use
- Makes programming changes to update service

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the principles and practices of telephone, internet and cable, construction, digital and computer equipment; thorough knowledge of the policies and procedures governing telephone, internet and IPTV; considerable knowledge of occupational hazards and safety precautions as required for best practices; Considerable knowledge as related to both hardware and software related to electrical equipment; systems and related equipment; ability to troubleshoot complex issues and resolve technical issues; ability to document and communicate progress and completion of work orders and requests; ability to maintain effective working relationships with colleagues, management, public officials, vendors and customers

EDUCATION AND EXPERIENCE

Must have a High School Diploma and technical experience and/or education in the telecommunications system industry with extensive experience in the following areas; telephone, internet, and cable field or an equivalent combination of education and experience

SPECIAL REQUIREMENTS

Must have either a valid North Carolina or South Carolina Commercial Driver's license and able to maintain a safe driving record

PHYSICAL REQUIREMENTS

Must be able to perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, and repetitive motions

Must possess the visual acuity to operate and inspect various equipment and motor vehicles, prepare and analyze data and figures; inspection of plans and written reports; operate a computer terminal, extensive reading and determine the accuracy, neatness and thoroughness of work assigned

Must be able to perform heavy work exerting up to 100 pounds of force occasionally and/or up to 50 pounds of force frequently and/or up to 20 pounds of force constantly to move objects