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**Systems Technician**

**Department:** Telecommunication Department  **FLSA:** Non-exempt

**Reports to:** Telecommunications 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

Perform telephone work orders including installing service lines, jacks, phones and other related equipment

Installs and maintains data circuit

Installs and maintains fiber optic lines, IP networks and IPTV networks

Serves as a company representative when interacting with internal and external customers

Works with team members to carry-out work orders efficiently and effectively

Cultivates productive relationships with Customer Service Representatives in order to provide optimal customer service

Communicates any system failures or abnormalities to management and other group members

Responsible for keeping up to date with new information and technology related to the telephone, internet or IPTV industry

Periodic on-call duties for after hour emergencies

Responsible for understanding in-house equipment and wiring

Trains new hires and other staff members as needed

Responsible for adhering to company guidelines to ensure customer privacy

Installs, maintains and supports copper, fiber, VOIP, IPTV and FTTH

Installs, designs and supports T1 circuits, DSL, VDSL and HDSL

Replace traditional copper pairs to the home with updated G-PON FTTH networks

Responsible for splicing fiber optic and cables of various sizes

Installs inside/outside plant fiber optic and copper networks

Responsible for fiber optic and copper terminations on cross connects, patch panels, hubs and routers

Validates and tests end to end service provisioning for outside plant fiber/copper networks

Performs data testing using OTDR and other test equipment

Responsible for new construction, operation and maintenance of buried/aerial cable

Responsible for climbing poles, ladders and other structures deemed necessary to install and maintain service

Required to enter confined spaces such as crawl spaces and manholes deemed necessary to install and maintain service

Operates bucket equipment to ascend to high wires

Operates trencher and other work equipment

Performs routine building maintenance including, but not limited to painting, flooring, etc

Assures all work vehicles necessary for installing and maintaining service are kept clean and in good condition

Maintains telephone warehouse

Reports use of inventory items as well as conduct a yearly audit count of all inventory items

Perform related tasks as required

**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, 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

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**