



## JOB DESCRIPTION

|               |                                 |
|---------------|---------------------------------|
| Job Title:    | <b>Outside Plant Technician</b> |
| Department:   | Outside Plant                   |
| Reports To:   | Outside Plant Supervisor        |
| FLSA Status:  | Non-Exempt                      |
| Date Revised: | 03/10/2020                      |

### General Summary

Performs all types of installations, maintenance, troubleshooting, and repair of both fiber optic, copper, and network access systems, including voice, video, security, data networks, and components. Assists with the initial startup and maintenance of Central Office equipment. Efficient and orderly in their daily task of diagnosing, locating, and repairing faults in fiber and copper based facilities using various methods and test equipment. Performs acceptance testing on plant facilities to ensure proper operation of customer services. Ensures quality products and superb customer service are delivered at every available opportunity. Promotes the Company to the public at all times through their actions, communications, and personal presentation. Required to work on-call and respond to emergencies.

### Essential Job Functions

- ◆ Installs and maintains fiber optic and copper networks.
- ◆ Installs, repairs, and maintains all customer premise equipment including NIDs, wiring, voice, broadband data services, video, security, and components.
- ◆ Performs hardware replacement and installation of applicable switching, transmission, and data equipment.
- ◆ Assists with the initial startup and maintenance of Central Office equipment.
- ◆ Installs and maintains Key Systems and Hosted Key Systems and components.
- ◆ Locates underground cable for outside utility companies to ensure continuous service for customers.
- ◆ Communicates with Outside Plant support and subscribers as needed in repairing and completing trouble tickets and service orders in a timely manner.
- ◆ Researches problems and finds efficient resolutions using proper troubleshooting procedures.
- ◆ Efficient and orderly in their daily task of diagnosing, locating, and repairing faults in plant based facilities using various methods and test equipment.
- ◆ Performs acceptance testing on plant facilities to ensure proper operation of customer services.
- ◆ Responsible for material inventory including but not limited to receiving, stocking, handling, and counting.

*\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

**NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.**

- ◆ Explains equipment and services and answers customer questions. Confers with customers to further determine problems and acceptable resolutions.
- ◆ Stays abreast of various network and consumer technologies.
- ◆ Promotes DTC to the public at all times through their actions, communications, and personal presentation. Ensures quality products and superb customer service are delivered at every available opportunity.
- ◆ Participates in a team effort to achieve departmental and company goals.
- ◆ Conform to all safety procedures, DOT, OSHA, and other regulatory guidelines.
- ◆ Performs all other related duties as assigned by management.\*

## Knowledge, Skills and Abilities

- ◆ Knowledge of the 7 layer OSI model and each layer's functionality.
- ◆ Knowledge of telecommunications plant/equipment and its proper installation.
- ◆ Knowledge of construction, installation, and repair practices.
- ◆ Knowledge of and adherence to all company, state, and federal safety regulations.
- ◆ Knowledge of test equipment, switches, electronic equipment and all types of cabling facilities.
- ◆ Knowledge of network communication equipment and IP networks.
- ◆ Knowledge of basic electricity.
- ◆ Knowledge of company products and services.
- ◆ Knowledge of company policies and procedures.
- ◆ Skill in network communications maintenance and repair.
- ◆ Skill in understanding and utilizing computer based operational support systems to aid in overall plant operating efficiency, accurate record keeping, design and maintenance of plant facilities and customer products and services.
- ◆ Skill in oral and written communication.
- ◆ Skill in operating service equipment, including various hand tools and network testing equipment.
- ◆ Skill in operating various office equipment such as personal computer, telephone systems, and various software programs and tools.
- ◆ Skill in problem solving and resolution.
- ◆ Ability to communicate with co-workers, customers, and various business contacts in a professional and courteous manner.
- ◆ Ability to work without hindrance of fear of heights from a ladder, bucket truck, or climbing gaffs.
- ◆ Ability to work outdoors in all kinds of weather.
- ◆ Ability to climb poles, crawl in attics and under houses to carry out work.
- ◆ Ability to pay close attention to detail, instructions, and schedules.
- ◆ Ability to operate various vehicles and equipment.
- ◆ Ability to pay close attention to safety of self and others.
- ◆ Ability to work under stressful and high pressure conditions.
- ◆ Ability to work independently.
- ◆ Ability to effectively function as a team player.
- ◆ Ability to work overtime as well as on-call hours and weekends when necessary.
- ◆ Ability to obtain and maintain a valid driver's license.

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- ◆ Ability to obtain and maintain a “Medical Examiner’s Certificate”.
- ◆ Ability to present self in a professional manner that would promote the goals and objectives of the Company at all times.
- ◆ Ability to cooperate with other employees to maintain pleasant working relationships and improved morale. To exchange ideas, information, and job experience that will benefit the organization and ensure the continued progress of the Company.

## Education and Experience

High school diploma or equivalent. Prior pole climbing and line construction experience preferred. Network+, CISCO or other industry certifications with IP background is preferred.

## Physical Requirements

|                                                                                                                            | 0-24% | 25-49% | 50-74% | 75-100% |
|----------------------------------------------------------------------------------------------------------------------------|-------|--------|--------|---------|
| <b>Seeing:</b> Must be able to see to perform close, exacting work, and drive.                                             |       |        |        | X       |
| <b>Hearing:</b> Must be able to hear well enough to communicate with employees and industry contacts.                      |       |        |        | X       |
| <b>Standing/Walking:</b> Must be able to move about work site.                                                             |       |        |        | X       |
| <b>Climbing/Stooping/Kneeling:</b> Must be able to stoop, kneel and crawl to perform installations and maintain equipment. |       |        |        | X       |
| <b>Lifting/Pulling/Pushing:</b> Must be able to lift 75-125 lbs.                                                           |       |        |        | X       |
| <b>Fingering/Grasping/Feeling:</b> Must be able to write, type, use phone system, and hand/power tools.                    |       |        |        | X       |

## Working Conditions

*This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.*

Somewhat disagreeable working conditions due to the continuous exposure to one or more of the elements listed above. Exposed to one element continuously or several elements occasionally, but usually not at the same time.

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