

Job Description

Position Title: Combination Technician	
Department: Network Operations	Reports to: Network Operations Manager
Revision Date: 10/1/2020	FLSA Status: Non-exempt

Position Overview

Performs required work in the construction, maintenance, installation, operation, service and support of voice, video, and data connections. Install, maintain, and service customer premise equipment, hosted phone systems, VoIP, surveillance equipment, door access, and Wi-Fi. Identifies and resolves network or device issues to ensure quality delivery of provided service.

Essential Job Functions

- Installs new services and equipment for subscribers by installing drop wires, wiring at the customer premise, network interface devices, and related equipment. Wires new systems using appropriate tools and compliance with National Electric Code.
- Maintains and repairs existing services and equipment by using test equipment and problem-solving skills to locate connection trouble or root cause. Determines necessary repairs which may include repairing wiring, station protectors, ground connections, running new wires, replacing appropriate electronics, jacks, lids and pedestals as needed.
- Maintains and repairs all trouble on cable plant, drop wire, station wiring, and telephones; under supervision of Network Technician, may diagnose and repair, if possible, trouble in switching equipment, access network, and all associated network elements.
- Installs concealed wire and cabling, other equipment at buildings under construction.
- Completes all outside plant service, trouble, and resolution reporting obligations, time sheets, as well as vehicle records per company timelines and standards. May work with other clerical office staff to complete.
- Assists construction personnel when assigned. Coordinates with other departments on system work projects.
- Assists customer with setup and use of various devices that confirm functionality and usability of provided services such as, but not limited to, phone, broadband, Wi-Fi, and television.
- May obtain easements; abides by RUS and other industry specifications or instructional material as required.

- Monitor, work and maintain trouble and service order queues and related records in the B/OSS system.
- Perform advanced installation, diagnosis and maintenance of VoIP, hosted phone, Wi-Fi, and surveillance systems.
- Perform routine preventive maintenance and standard repairs to plant and assigned service area.
- Perform fiber testing, splicing and locating.
- May confer with customers to further determine issues, opportunities, and acceptable resolutions.
- Performs all other related duties as assigned by management. ¹

Knowledge, Skills, and Abilities

- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Knowledge of wire, cabling, splicing, related electronics, and testing equipment.
- Knowledge of voice, data communications as well as video entertainment and supported technology.
- Knowledge of RUS practices and standards and application to assigned work.
- Skill in operating service equipment including various hand tools and testing equipment.
- Skill in reading cable records, staking sheets, specifications, circuit diagrams, and associated recording keeping.
- Skill in utilizing company office productivity software and related applications
- Ability to work safely and effectively, with minimal supervision, with other company staff and contractors.
- Ability to communicate with co-workers and various business contacts in a professional and courteous manner.

¹ These tasks do not meet the Americans with Disabilities Act of 1990 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.

- Ability to be accessible and communicate on day-to-day basis with subscribers and community.
- Ability to operate and repair sophisticated outside plant and networking equipment.
- Ability to pay close attention to detail.
- Ability to work independently and make sound technical decisions using information at hand.
- Ability to effectively function as a team player.

Education and Experience

High school diploma or equivalent, plus two years of telecommunications or broadband schooling or equivalent work experience. Two years' experience in the installation and maintenance of outside plant and central office equipment also required.

Requires valid South Dakota driver's license and insurability under company's insurance carrier.

Physical Requirements

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with customers and industry contacts.				X
Standing/Walking:			X	
Climbing/Stooping/Kneeling: Must be able to install wiring and services.			X	
Lifting/Pulling/Pushing: Up to 50 lbs		X		
Fingering/Grasping/Feeling: Must be able to write, type and use test equipment.				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.

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.