

POSITION TITLE: Telecom Utility Worker - *Full Time Temporary Assignment - Max. 6 months*

DEPARTMENT: Telecommunications

FLSA STATUS: Non-Exempt

SALARY GRADE: D

REPRESENTATION: None

GENERAL POSITION SUMMARY:

This is a Full Time Non-Benefited temporary position (Max. 6 months) Telecom Utility Worker. You would be tasked with the installation, repair, and maintenance of the outside plant telecommunication infrastructure. This position requires working knowledge of fiber and fiber-optic maintenance techniques, as well as familiarity with the installation and maintenance of wireless systems.

ESSENTIAL JOB FUNCTIONS:

- Installation of service drops for the FTTH network, extending service from the distribution network to customer premise.
- Installation of in-home equipment for SandyNet Fiber and Wireless services, in customer premise.
- Assists with the repair and preventative maintenance of outside plant infrastructure for the SandyNet Fiber and Wireless networks and tower infrastructure.
- Ability to survey and install wireless sites.
- Ability to operate heavy machinery used for trenching, boring, plowing and excavating on a daily basis.
- Assists with maintaining the warehouse and inventory of customer premise equipment and distribution network elements and related supplies.
- Responds to customer service and support via phone and home service calls in a timely manner.
- Assists in maintaining a safe working environment.
- Perform other duties as required.
- Establish and maintain positive working relations with coworkers, citizens, and the general public.

JOB SPECIFICATIONS:

Mandatory Requirements:

- Considerable knowledge and experience with installing fiber-optic cable.
- General knowledge and experience with performing optical fusion splices.

- Experience and training with working at heights; specifically industrial tree climbing and tower climbing.
- Excellent customer service skills.
- Must be able to professionally handle angry and disgruntled customers.
- Advanced proficiency with computer programs, including word processing, spreadsheets and databases.

Necessary Knowledge, Skills and Abilities:

- Setup and troubleshoot in home Wi-Fi networks on customer premise equipment.
- Work independently in absence of supervision.
- Organize work effectively and efficiently.
- Ability to exercise good judgement, courtesy, patience and tact in public contact and problem resolution.
- Excellent customer service skills.
- Bilingual is preferred.

Special Requirements/Licenses:

Must be able to pass the department’s security clearance standards, including Reference check, and Criminal History check.

SUPERVISION RECEIVED:

Works under the direction of the IT Director and SandyNet General Manager and Crew Leader.

SUPERVISORY RESPONSIBILITIES:

This position is not a supervisory position.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Requires the ability to function in an indoor or outdoor environment engaged in work of primarily a moderate active nature.
- Requires cardiovascular fitness to walk 400 yards over varying terrain.
- Requires auditory ability to carry on ordinary and telephone conversation.
- Requires near and far visual acuity to read detailed maps, drawings, other printed material, computer screens, observe moving objects, and observe physical layouts.
- Requires the ability to alternate sit and stand for sustained periods of time to observe construction and perform counter work.
- Requires sufficient ambulatory ability to move about an office and outdoor field locations and to kneel, crouch, bend, and climb.

- Requires the ability to move materials weighing up to 15 pounds frequently, and infrequently weighing up to 50 pounds.
- Ability to safely climb trees.
- May be required to use personal vehicle in the course of employment.
- Requires exposure to computer screens, networking devices and optical lasers.

TOOLS AND EQUIPMENT USED (but not limited to):

- Laptop computer
- Fiber-optic fusion splicer
- Fiber-optic test equipment:
 - Visual Fault Locator
 - Light Meter
 - OTDR
- Trencher
- Directional drilling machine
- Reciprocal saw
- Impact driver
- Cordless drill
- Vibratory plow

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed indoors and outdoors where some safety considerations exist from climbing and unstable surfaces.
- Work duties involves frequent travel by motor vehicle to site to make installations and customer service calls.
- Work duties infrequently require evening or weekend hours.
- The noise level in the work environment may at times require the use of hearing protection depending on the task being performed.
- Work is intermittently performed in the outdoor work environment, travel from site to site; exposure to noise, wet and/or humid conditions, temperature variations, smoke, fumes, and gases.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related or logical assignment to the position.