

## Network Technician

Department: Network

Reports To: Network Manager

FLSA Status: Non Exempt

### General Summary

Installs, powers, configures and performs routine maintenance on central office routers, switches, servers, subscriber access systems, and other related equipment. Performs acceptance testing on newly installed equipment. Repairs central office and related equipment by performing diagnostic tests and performing necessary repairs. Monitors quality voice, broadband, and special services and troubleshoots as needed. Provides customer service by responding to alarms and trouble reports. Performs routine inspections of central office facilities, cabling and power connections.

### Essential Job Functions

- ◆ Installs, configures and performs routine maintenance on central office routers, switches, and servers, subscriber access systems, and related equipment. Removes central office equipment as needed.
- ◆ Installs central office fiber distribution hardware and associated cross connect and distribution cabling.
- ◆ Maintains proper labeling and documentation of new and existing hardware and network interface cross connections.
- ◆ Repairs central office equipment by performing diagnostic tests to locate trouble and performing necessary repairs.
- ◆ Ensures functionality of newly installed central office equipment by performing acceptance tests as appropriate.
- ◆ Ensures fiber optic link quality of intra- and inter-office transport connections by properly utilizing fiber test and inspection equipment.
- ◆ Ensures quality of voice services by monitoring quality of toll, extended area service (EAS), special circuits and other carrier facilities.
- ◆ Ensures quality of broadband services by monitoring network transport function and utilization levels.
- ◆ Provides customer service by receiving trouble reports and clearing trouble. Completes appropriate reports and records and forwards information to appropriate departments.
- ◆ Performs routine inspections of central office facilities, cabling and power connections.
- ◆ May assist outside plant technicians with troubleshooting as needed.
- ◆ Performs all other related duties as assigned by management.\*

### Knowledge, Skills and Abilities

- ◆ Knowledge of telecommunications industry.
- ◆ Knowledge of digital switching technology.
- ◆ Knowledge of fiber optic cabling and associated technology.
- ◆ Knowledge of fiber optic test and inspection tools.
- ◆ Knowledge of central office equipment including routers, switches, servers, etc.
- ◆ Knowledge of broadband network equipment.
- ◆ Knowledge of VOIP products and services.
- ◆ Knowledge of company products and services.
- ◆ Knowledge of company policies and procedures.

## Knowledge, Skills and Abilities *(continued)*

- ◆ Knowledge of industry regulations.
- ◆ Knowledge of DC power distribution and battery backup systems and associated DC wiring conventions.
- ◆ Familiarity with AC power systems and associated backup and distribution equipment.
- ◆ Skill in installing, repairing and maintaining a variety of central office equipment.
- ◆ Skill in using mechanical and electric power tools.
- ◆ Skill in analytical thinking and problem solving.
- ◆ Ability to communicate with co-workers and various business contacts in a professional and courteous manner.
- ◆ Ability to read, interpret, update and maintain documents such as schematics, blueprints and circuit diagrams.
- ◆ Ability to pay close attention to detail.
- ◆ Ability to evaluate, test and repair sophisticated equipment.
- ◆ 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 specialized training in electronics. Two to three years of experience working in a central office, data center or similar work environment is highly desired.

## Physical Requirements

	0-24%	25-49%	50-74%	75-100%
<b>Seeing:</b> Must be able to service orders and trouble reports.				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.		X		
<b>Lifting/Pulling/Pushing:</b> Must be able to lift at least 40lbs.		X		
<b>Fingering/Grasping/Feeling:</b> Must be able to write, type and use phone system.				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.*

Good working conditions; may involve occasional exposure to some of the elements listed above.

Intermittent exposure to prolonged fan noise in central office environments.