



Glenwood Telephone Membership Corporation
Enhanced Services Technician
POSITION DESCRIPTION

This position supports the company's mission statement by the installation and maintenance of all telephone equipment for the best possible service to the customer.

Position Title: Enhanced Services Technician

Division: Holdrege, NE

Department: Outside Plant

Status: Full-time/Non-Exempt

Supervisor Title: Enhanced Services Supervisor
(assigns work, gives direction and answers questions)

Evaluators: Enhanced Services Supervisor
Director of Operations
(Evaluates work of employee)

In-put: General Manager
Management Team
Other Technicians

Direct Reports: N/A

By: Joe Kathman

Enhanced Services Technician
Glenwood Telephone Membership Corporation

Effective Date: 03/01/10 Review Date: 7/21/2023 Review Date: _____

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ESSENTIAL RESPONSIBILITIES/JOB TASKS

1. 35% Installs, repairs and maintains customer voice, data, and/or streaming video equipment for the purpose of connecting services for new customers or moves, adds, and changes for existing customers. Tasks may include installing hard wiring and jacks, terminating wiring, installing data services, installing external and internal wireless equipment, performing basic networking, programming phone stations, verifying service operation, interacting with the customers, training customers on service operation, climbing on buildings, roofs, and other structures, leaving work area neat and clean, completing the necessary company paperwork, etc. Monitored by the Enhanced Services Supervisor through periodic field work reviews, and feedback from customers.
2. 25% Completes trouble tickets in a timely and effective manner for the purpose of ensuring customers are satisfied with the products and services purchased from the company. Tasks may include receiving the trouble ticket, traveling to the site of the trouble in a timely manner, assessing the problem using the appropriate equipment, taking the corrective action, interacting with the customer in an appropriate manner, cleaning up the work area and leaving it neat, recording the work performed on the appropriate company paperwork, etc. Monitored by the Enhanced Services Supervisor on an ongoing basis by reviewing trouble reports and through feedback from customers.
3. 10% Splicing fiber, coax, and copper cables and terminating for the purpose of ensuring service is provided to customers from the CO to the customer premises in the most effective and efficient manner possible. Tasks may include maintaining knowledge of cable counts, reading a schematic, maintaining knowledge of codes for installing protectors, ONTs, power supplies and grounding, etc. Monitored by the Enhanced Services Supervisor on periodic basis.
4. 10% Perform site surveys for the purpose of ensuring desired services can be provided to the customer location. Tasks may include site locating, coordinating with customer, accessing the roof, looking for best line of site, checking GPS for distance to access point, helping the customer understand the equipment needed and entry points into the structure, explaining contractual and billing procedures to the customer, determining the location of computers and the necessary equipment, etc. Monitored by the Enhanced Services Supervisor through periodic meetings with the employee.
5. 10% Underground construction of new cable plant to include installing inner duct, main line fiber optic/copper cable, and drop cable (fiber/copper) for the purpose of installing to residence, business, or OPX services. Repairing or replacing of existing underground facilities to include fiber and copper in a manner that would afford the least amount of service outage while maintaining exceptional service quality. Monitored by the Enhanced Services Supervisor by on-site inspections and through feedback from customers.

6. 5% Locates fiber, coax, and copper cables for the purpose of ensuring construction can occur without disrupting service to customers. Tasks may include operating the cable locator, reading staking sheets, flagging or painting locations, attending construction meetings, working with contractors, tracking buried cable, etc. Monitored by the Enhanced Services Supervisor by on-site inspections
7. 5% Maintains the truck and its inventory for the purpose ensuring the truck continuously operates in good condition with sufficient inventory to provide timely service to the customer. Tasks may include performing preventative maintenance checks, completing some of the preventative maintenance items, reporting and arranging for other maintenance or repairs to be made, maintaining a record of maintenance performed, reviewing the stock on the truck, adding or subtracting stock as appropriate, maintaining appropriate inventory records, etc. Monitored by the Enhanced Services Supervisor during periodic reviews of inventory and maintenance records and personal inspections of the vehicles.

Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.

**Required to report to work on time and when scheduled.*

RESPONSIBILITIES:

This position requires the ability to complete work on an individual basis and to participate as a member of a team to complete tasks and engage in problem solving activities. These tasks should be completed in accordance with the established safety policies and procedures. Also, must relate well with others since information has to be obtained on occasion from others and informal training provided. Negotiation, persuasion, and diplomacy are required to deal with customers.

LATITUDE:

Most duties are assigned and are consistent from day to day with the performer planning and arranging tasks for completing duties. Problem solving is accomplished independently most of the time and requires industry knowledge. Decisions are consistently reviewed by the supervisor. All purchase decisions are referred to the supervisor.

IMPACT OF POSITION:

Successful completion of essential job tasks ensures proper usage of labor, materials, and equipment, supports internal functions, and enhances customer satisfaction. Good decisions minimize loss to the company and enhance company success. Most errors are easily detected in the next phase of operations, while others could result in loss of customers, increased liability, and substantial monetary effect.

CUSTOMER SERVICE/INTERACTION:

Daily phone and face-to-face interaction with employees in the department to perform job functions while weekly contact with others in other departments is customary. Customers are contacted face-to-face daily to provide services while vendors are contacted monthly.

ESSENTIAL SKILLS & REQUIREMENTS:

EDUCATION:

Associates degree in telephony or similar, or equivalent experience preferred.
High school diploma, required.

SKILLS:

Technical
Administrative
Human Relations
Decision making
Problem solving
Written communication
Oral communication
Phone
Math
Computer

EXPERIENCE:

One to two years telecommunications position, preferred.

LICENSE:

Valid NE driver's license and a good driving record, required.
Valid commercial driver's license and a good driving record, as required.

EQUIPMENT:

Computer, phone, small hand and power tools, phone and CATV testing equipment, trenching equipment, plant equipment, and trucks.

PHYSICAL:

Frequent climbing, bending, carrying, manual dexterity, squatting, twisting, and turning, and lifting up to 40 pounds independently, required.
Occasional working in high areas.
Have the ability to work in confined spaces and cramped conditions.
Occasional tower and elevator climbing required.
Occasional visualizing of the computer screen during the day, required.

TRAINING:

Safety training within the company successfully completed within six months, required.
Specific training within the company successfully completed within one year, required.
Complete Wireless Technology Specialist (CWTS) certification, required within one year, required.
Ongoing training as required by the company.

WORK CONDITIONS:

Office environment 10%

Field environment in all types of weather 90%

OTHER:

Infrequent overnight travel, required

Frequent travel by vehicle, required.

Infrequent travel by air, required.

Occasional overtime, required.

Frequent on call rotation, required

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE: