



Job Description

<u>Job Title:</u>	Fiber Plant Operations Technician
<u>Reports To:</u>	Plant Operations Manager
<u>Department and Location:</u>	Outside Plant Truro, IA
<u>Schedule</u>	4 Day Weeks and afterhours "on call"
<u>Salary:</u>	DOE / Non-Exempt
<u>Prepared Date:</u>	4.15.2022

Basic Job Function: Perform the installation, configuration, upgrades, and ongoing maintenance of all service offerings. Design, construct, splice, test, and maintain all aspects of telecommunication outside plant.

Principal Duties and Responsibilities:

- Deliver outstanding customer service and contribute to a sales culture.
- Install, maintain, and repair of Internet, Wi-Fi, phone, and TV service in a residential and commercial setting.
- Install, maintain, and repair all aspects of a FTTH plant, this would include but not limited to buried fiber cable, pedestal, service drops, premises entrance and electronics.
- Install, maintain, and repair fiber optic cable this would include but not limited to prepping cable, fusion splice, locating, reentering existing splice case, identifying fibers using fiber count, and using OTDR and other fiber test equipment.
- Install, maintain, and repair of customer premise wiring including but not limited to Cat5e, Cat6, telecom power system wiring, and other low voltage wiring.
- Oversee contractors constructing buried plant ensuring adherence to company guidelines.
- Operate heavy equipment such a vibrating plow for the construction of mainline and service drop fiber optic cable.
- Explain services and demonstrate equipment operations to customers and respond to related questions as needed.
- Be punctual and reliable for scheduled work hours and workdays.

- Run after-hours troubleshooting and assist in performing after hours scheduled maintenance or emergency repairs as needed.
- As required, be responsible for “on call” commitments and “after hours” maintenance work.
- Perform other duties and special projects as assigned while working in a team environment.

Physical Requirements:

- Valid driver’s license with a clean driving record and the ability to attend meetings as directed by management. The ability to work long hours including evenings and weekends. The ability to effectively communicate both written and verbally with customers and all employees and vendors. The ability to successfully perform the functions and responsibilities of the job while potentially working in extreme weather conditions.
- The ability to sit in one position for extended periods of time. The physical requirements of the job require lifting 50 - 75 pounds, climbing, bending, crawling and walking/standing for extended periods of time.
- The ability to work in confined spaces such as attics and crawl spaces.
- The ability to distinguish difference in colors.
- The ability to be on call for nights and weekends on a rotating basis.

Education, Certification and/or Training Qualifications:

- High school diploma/technical degree/BA/BS preferred or equivalent in work experience.
- Competencies in ribbon and loose tube fusion splicing, OTDR testing, cable locating , outside plant design and construction, Wi-Fi, Ethernet, IP, FTTH access, network administration, installation, repair and support with 2 years of experience in field installation, operations and maintenance preferred.
- Competencies on Calix C7 and E7, Genband C15, Cisco, Juniper, BTI is a plus.
- Ability to provide a high level of customer service (internal and external) in a fast-paced, changing environment.
- Strong analytical skills and logical thought processes with the ability to resolve complex issues/problems.
- Strong written and verbal communication skills with the ability to share information that can be easily understood by others who are less technically inclined
- Ability to organize, schedule, and prioritize departmental and individual work to meet various work schedules, priorities, and objectives.
- Strong self-motivation with a driving desire for success.
- Ability/desire to learn quickly.
- Works well in a team environment with the ability to maintain composure while completing a variety of tasks and working with multiple customers in a fast-paced environment.

OMNITEL VALUES

- Puts the customer first and looks to exceed customer expectations
- Committed to provide superior customer experience
- “We Make Technology Fun”
- Positive attitude
- Maintains professional business dress appearance and serves as exemplary Ambassador for OmniTel with external customers and vendors.
- Actively participates on a dynamic team.
- Exhibits an entrepreneurial spirit.
- Takes accountability for personal and team performance.

* Please Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.