

Technician - USA Communications

Scope of Position:

Responsible for overseeing various aspects of outside plant operations, including fiber planning and design, fiber splicing, new construction, repairs, locates, and inventory management of outside plant fiber cables. A strong background in telecommunications infrastructure, possess excellent technical skills and demonstrate the ability to work effectively both independently and as part of a team.

Essential Duties and Responsibilities include the following: *Other duties may be assigned to meet business needs.*

1. Perform fiber splicing for new construction projects and repairs as needed.
2. Locate fiber cables and maintain the "One Call" system for our facilities to prevent accidental damage during excavation.
3. Operate and maintain a backhoe and other equipment as needed to facilitate outside plant construction and maintenance activities.
4. Maintain accurate plant records in the billing system to track equipment, inventory, and maintenance activities.
5. Work closely with Communication Technicians to learn installations and troubleshooting of USA Communications services.
6. Respond promptly to service interruptions and perform necessary repairs to restore connectivity.
7. Ensure safe and proper use of equipment in accordance with company policies and procedures.
8. Appropriately educate customers on USA Communications equipment and services installed in the home.
9. Aware of company promotions and packages and can use suggestive selling techniques to appropriately recommend products and services that meet the needs of each individual customer while in the home.
10. Responds to complaints, comments or information from customers and escalates issues to management when appropriate.
11. As part of this role, the Technician will be required to participate in an on-call rotation to ensure USA Communications coverage outside of standard business hours.

Requirements:

High school diploma or equivalent; additional technical certifications or training preferred. Minimum of 2-3 years of experience in telecommunication, with a focus on outside plant operations and fiber optic infrastructure. 1-2 years Microsoft applications (Word, Excel, and Outlook) required. Must possess a valid driver's license.

Skills:

Proficiency in fiber optic splicing techniques, including fusion splicing, mechanical splicing, and connector termination. Strong understanding of outside plant construction practices,

including trenching, directional boring. Familiarity with industry standards and regulations related to fiber optic network design and installation.

Possess exceptional interpersonal communication skills and organizational skills. Ability to work independently on assigned tasks as well as to accept direction on given assignments. Able to work collectively in a team environment.

Other Requirements and Notes:

Must be willing to work in a fast-paced environment and adapt to change easily. Flexibility to work occasional evenings or weekends as needed, including an “on-call” rotation. Willingness to perform other tasks as assigned.

In keeping with our mission of customer satisfaction, all jobs carry with them an overriding responsibility to provide extraordinary customer service in terms of quality, timeliness, and assistance. A commitment to customer service excellence is expected of all employees. The ability to communicate with customers, co-workers, and various business contacts in a courteous and professional manner is expected of all employees.

NOTE: The above-noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the employee a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change so, too, may the essential functions of this position. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.