

Job Title: Services Technician
Job Key: 14004610
Wage Scale: 31

A. JOB RESPONSIBILITIES

Responsibilities may include but are not limited to the following:

1. Provides consistent, respectful and professional internal/external customer care. Initializes and maintains an open line of communications to ensure all customers receive the highest level of customer satisfaction possible.
2. Reviews and interprets service orders, trouble reports, circuit diagrams, work prints and follows standard practice.
3. Keeps detailed record of work activity.
4. Receives work assignments from the supervisor or other designated employee and/or through the use of a computer access terminal.
5. Installs, rearranges, and removes telephone equipment and associated plant including wiring and cabling associated with services such as non-design watts, ISDN, ESSX, etc.
6. Uses computer access terminal equipment in some assignments to communicate with on-line data bases for testing, receiving and closing work assignments.
7. Uses test equipment to send and receive signals on gain devices.
8. Repairs, adjusts, cleans, or replaces faulty telephone equipment.
9. Contacts appropriate center or other designated organizations during tour for other assignments.
10. Tests facilities and equipment on which trouble has been reported.
11. Coordinates testing of customer lines and equipment with tester or other designated employee; changes out Subscriber Line Carrier channel units as required.
12. Uses electrical instruments to locate and mark below ground facilities.
13. Uses cable plats and test equipment to isolate conductor faults.
14. Analyzes trouble conditions and determines work to be done.
15. Works in attics, basements, crawl spaces and other similar places.

A. JOB RESPONSIBILITIES (Continued)

16. Works outside in all kinds of weather.
17. Climbs poles, ladders, and works aloft with small tools.
18. Follows established safety procedures. Must be able to safely utilize equipment resources to perform specified physical job duties, i.e., satisfies manufacturer's specifications for operation or use of equipment including weight limitations.
19. Lifts and moves loads up to 120 pounds.
20. Drives Company vehicle.
21. Works with fiber optic cable from the distribution terminal to the customer premises, color coded and tone identified wires in the connection of wires and cables to other telephone equipment, and in connecting cable pairs together.
22. Splices and tests non-pressurized cables in aerial, underground, buried, building configurations, multiple conductor cable, coaxial cable and also fiber optic cable from the distribution terminal to the customer premises. Performs tap in energizing count.
23. Identifies conductors in adjoining cable sections, according to diagrams and specifications by means of test signal identified wires or fiber optic test equipment.
24. Closes splices by enclosing with bolted on waterproof case, thermally applied shrinkable sleeving.
25. Repairs, rearranges (cable throws, etc), routines and maintains cable plant, fiber optic plant and channel cards associated with the digital loop carrier equipment or the distribution terminals.
26. Uses test equipment to isolate conductor faults or identify defective or broken fibers drops.
27. Turns up, routines, troubleshoots and maintains digital carrier equipment channel cards and maintains lightwave and metallic terminals.
28. Uses electrical instruments such as Cable Locators, Resistance Fault Locators, and Open Fault Locators to verify and determine defects in the cable, conductors and wire. Also uses span measuring test sets and signal generators to verify and determine defective carrier equipment in subscriber/digital carrier systems.

B. BASIC QUALIFICATIONS

Candidates must meet the following minimum qualifications:

Testing	Training	Other Requirements
<p>See Non Management Job Title/Test Matrix:</p> <p>http://ebiz.sbc.com/hronestop/index.cfm?fuseaction=Display&type=CareerNmgmtSoutheastNmgmtPositions</p> <p>and</p> <p>Test Information Pamphlets (TIPS):</p> <p>http://ebiz.sbc.com/hronestop/index.cfm?fuseaction=Display&type=SelfDev17_TestPrepTIPs</p>	<p>The following must be satisfactorily completed for title retention:</p> <ul style="list-style-type: none"> ✓ On-the-job and/or classroom training as required ✓ SF401 Safe Ladder Handling and Pole Climbing 	<ul style="list-style-type: none"> ✓ Satisfactory performance and attendance in present job. ✓ Satisfactory background investigation. ✓ Valid driver's license and ability to drive vehicle with manual shift in some assignments. ✓ May be required to meet DOT rules and regulations including DOT certifications. ✓ Ability to perceive differences in wire and cable colors and audible tones.

C. GENERAL WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Successful candidates require the ability to:

- ✓ Work various scheduled tours including day, evening, night and split tours covering Sunday through Saturday with overtime and holiday work as required. Tour length will be 8 hours.
- ✓ Work in attics, basements, crawl spaces and other similar places; work outside in all kinds of weather.
- ✓ Climb poles, ladders, and work aloft with small tools.
- ✓ Lift and move loads up to 120 pounds.

D. ADDITIONAL FACTORS TO BE CONSIDERED

- ✓ Experience in electrical, electronic or mechanical fields.
- ✓ Ability to speak a second language in some assignments.

Individuals holding this job title may be required to perform the above job duties with or without "reasonable accommodations."