

**Position Title: OSP Field Technician**

**Department: Operations**

**Reports To: Field Tech Supervisor**

**FLSA Status: Non-Exempt**

**General Summary:**

This position requires the performance of assigned tasks in the service deployment and trouble resolution arena for a wide range of telecommunications and data services deployed by OTT Communications. That includes performing any or all tasks listed below and any others assigned at the Manager's discretion. Also includes participating in an ongoing on call rotation as well as periodically interfacing with other OTT work groups. Other requirements include training in all OSP work disciplines as time permits.

Also includes;

Installation, maintenance, and fault resolution of fiber to the home [FTTH], telephone lines, cables, subscriber carrier systems, terminal, protection devices digital subscriber lines (DSL) and customer-owned equipment. May also diagnose and repair trouble in voice frequency repeaters, loop extenders, and cable loading systems.

Placing and maintaining cable within underground conduit systems as well as direct buried cable using plowing, digging, and trenching equipment. Installing and removing aerial cable, including installation of messenger strands and transfer of cable and equipment from old poles to new poles. Sets poles using a line truck and digging and bracing equipment. Installs Central Office feeder and distribution cable.

Splices, terminates, and maintains copper and fiber optic cable. Verifies cable counts, and prepares groups of pairs for splicing. Transfers service from new or existing cable plant to other cable plant as required by Engineering.

All tools and test equipment required in the performance of required duties will be supplied by OTT. Proper care and maintenance of any and all Company property is the responsibility of the employee and will be monitored by his/her Manager.

This position will report to the assigned Manager or Supervisor with regular scheduled work hours of 8 AM to 4:30 PM. Flexibility of scheduled hours is required due to the nature of this position. Availability to work long days, weekends and at times overtime is also a requirement of this position.

**Requirements:**

- Must have a valid driver's license.
- Must always perform tasks within required work place safety practices.
- Must communicate well, both verbally and in writing with individuals, both internal and external to the Company.
- Responsible for familiarization and operation of all company supplied test gear and safety practices.
- Conduct customer site surveys and network assessments.

- Provide technical support for OTT customers in need.
- Must always communicate and present themselves in a personable and professional manner.
- Completes in detail all required Outside Plant related forms and reports.
- A valid Class B , CDL driver's license is a plus.
- Must possess ability to multitask and manage multiple projects and assigned tasks to completion in an organized and efficient manner.
- Ability to work independently or effectively in a team environment.
- Will need to perform administrative tasks such as record keeping and documentation with a high degree of accuracy and attention to detail.
- Ability to work in different environments including inside, outside, inclement weather, attic, crawlspaces, new construction, existing work environment and on a ladder.
- Will perform all OSP/dig safe related duties as assigned by management as time and training permits.\*

\*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

### **Knowledge, Skills, and Abilities:**

- Must have 3+ years of Telecom networks or OS plant experience.
- Must have knowledge of Outside Plant line construction process.
- IP LAN/WAN experience or equivalent training or certification preferred.
- Must be proficient and demonstrate a familiarity working with and configuring computers, PCs, laptops, and other portable electronic devices.
- Experience or ability to be trained to configure and support customer routers.
- Understanding of VOIP technologies, considered a plus.
- Must possess a basic understanding of electrical theory and concepts.
- Must be able to analyze and solve problems and perform effective troubleshooting.
- Ability to read and interpret documents such as cable and network schematics and diagrams.
- Preferable consideration will be given for CCNA certification, Electrical Engineering, Computer Science, or former IT/IS experience.
- Must have knowledge of Outside Plant fiber and copper operations and maintenance.
- Good working knowledge of OTT products and services.
- Knowledge of state and federal safety regulations.
- Ability to use service equipment including but not limited to cable reel trailers, marking materials, pedestals, aerial cable terminals, splicing materials, test equipment, and hand tools.
- Ability to safely and skillfully operate tools, vehicles and construction equipment.
- Ability to read and interpret cable records, maps, staking sheets, circuit diagrams, CAD drawings, Google Earth Pro, and operating/maintenance manuals.
- Ability to work independently and make sound technical decisions.
- Ability to communicate while effectively functioning as an OTT team player.
- Ability to pay close attention to detail and react to that detail accordingly.

**Education and Experience:**

High School diploma and training or work experience in and outside plant telephony voice and data practices.

**Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read service orders and trouble reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to move about work site.				X
Climbing/Stooping/Kneeling: Must be able to stoop, kneel and crawl to perform installations.				X
Lifting/Pulling/Pushing: Must be able to lift at least 40 lbs.				X
Fingering/Grasping/Feeling: 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.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

**OTT Communications is an equal opportunity employer and does not discriminate on the basis of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability.**