

Position Title: OSP Field Specialist Reports To: OSP Director of Operations	Department: OSP FLSA Status: Non-Exempt
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General Summary:

OSP Field Specialist provision, install, test, and repair a variety of complex and normal applications of Central Office, IP and Customer Premises equipment. This position may include performing any and or/all the job functions listed below as well as other tasks assigned by Director. Interface and train OSP Technicians and other work groups required. Must be a part of an on-call rotation.

Essential Job Functions:

- Install and repair complex VOIP, Data and IP applications as well as traditional ATM and TDM products
- Identify, test and load CPE software flash loads when and were required
- Routine installation and repair of customer premise equipment for the delivery of all voice, data and IP services
- Troubleshoot and repair point-to point and dedicated circuits as required.
- Wire and terminate network and CPE equipment
- T-1 span and circuit construction, testing and maintenance
- Fiber preparation, installation, testing and maintenance
- OTDR familiarization and field operation
- Locating and marking existing Otelco underground facilities for the Dig Safe program
- LAN/WAN transport installation and repair
- Install and repair equipment in a neat and orderly manner, maintaining quality workmanship and a neat, clean work area that will meet “central office quality and standard requirements”.
- Perform test acceptance and complete documentation on new equipment additions and/or augments at Central Office and co-location sites
- Schedule and perform alarm audits jointly with NOC in Central Offices and co-location sites
- Work with NOC personnel to perform High Profile installs and Complex service issues resolution
- Familiarization and use of all company supplied test gear as well as install and test hardware and firmware upgrades to all CLEC test gear where required
- Familiarization and use of all safety practices in the workplace
- Work well one to one with customers and possesses excellent interpersonal skills
- Must have a valid driver’s license
- Perform special projects as needed*

*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:

- Ability to understand and comprehend technical concepts and functions with minimal Manager interaction. Knowledge of telecommunications industry standards and digital switching technology and IP a must.
- Experience in working with other local and long distance exchange carriers, ISP's and network providers to trouble shoot network issues. Knowledge of Central Office and Customer Premises equipment.
- Understand basic electrical and electronic concepts. Thorough knowledge of company products and services a must.
- Must have experience working with business network equipment, including routers, switches, and firewalls. Knowledge of company policies and procedures.
- Skill in installing, repairing and maintaining Central Office and Customer Premises equipment.
- Skill in using mechanical and electric power tools.
- Skill in analytical thinking and problem solving.
- Skill in operating and configuring computers.
- Ability to communicate with co-workers and various business contacts in a professional and courteous manner.
- Ability to pay close attention to detail.
- Ability to evaluate, test, and repair sophisticated equipment.
- Ability to work independently and make sound technical decisions using information at hand.
- Ability to effectively function as a team player.
- Ability to organize and manage projects.

Education and Experience:

High School diploma or equivalent as well as specialized training in voice, data, and IP. At least two years field experience in those disciplines required.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to 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. Reaching and performing duties above waist and head. Lifting and setting up ladders.				X
Lifting/Pulling/Pushing: Must be able to lift tools/equipment that weighs up to 75 lbs. Carry tool belt that weighs up to 25 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.

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