



empower, Delivered by Craighead Electric

### Employee Job Description

**Job Title:** Field Technician  
**Grade:** 6  
**Reports To:** Manager of Fiber Assets  
**Directs:** None  
**Hours:** 8:00 AM to 5:00 PM or as directed.

#### **Job Summary and Objectives:**

The Field Technician performs installation of and training on in-home customer premise devices. Additionally, Field Technicians are required to troubleshoot and restore service outages and respond to service calls. They must assess network capacity to support service requests and propose solutions when network capacity is unavailable. Finally, Field Technicians monitor, maintain and restore health of all outside plant, network access equipment, and customer premise devices. This may include outside construction-related activities to expand the network, upgrade existing network access equipment, or modify existing outside plant and network access equipment to meet and exceed all demands placed on the network. The Field Technician strives to provide maximum service to **empower** by ensuring work is completed a safe, economical, and efficient manner.

#### **Authorities:**

Employee has authority to take whatever action he or she deems advisable or necessary, subject only to the policies or general rules laid down by his or her immediate supervisor. Supervision over this position is general in nature, relying heavily upon the competency and accountability of the employee. Employee is expected to work independently. Employee is expected to keep the Manager of Fiber Assets informed of progress and potential problems, apply guidelines and obtain approval for deviation from guidelines.

**Responsibilities:**

1. Work closely with Service Representatives to maintain an aggressive yet achievable home installation schedule.
2. Complete installation of equipment in subscriber's homes and train subscriber to use said equipment.
3. Respond in a friendly and courteous manner to all service requests.
4. Monitor, maintain, and restore health of outside plant and network access equipment.
5. Install and configure necessary outside plant and network access equipment. Report status of said equipment back to the Manager.
6. Communicate construction completion with any **empower** department dependent upon outside communication and fiber plant; work with said departments to maintain accurate and up-to-date as built records.
7. Supervise proper maintenance and care of all tools and equipment assigned.
8. Supervise adequate stocking of line materials on vehicles and check in and out materials for jobs to be done, as assigned.
9. Assure that all construction standards and quality of service standards are met upon the completion of any fiber-related construction.
10. Complete as-built records necessary to maintain an accurate fiber plant management system.
11. Investigate, recommend and complete effective solutions to customer complaints with communication as needed. Address customer complaints to the proper completion as required by **empower**, ensuring response is prompt, courteous and helpful as complaints are resolved.
12. Find and perform maintenance on fiber lines during outages.
13. Operate all types of vehicles and associated equipment.
14. Inform supervisor on progress of work done, including deviations to construction standards.
15. Determine when a hazard exists that cannot be worked normally and request instructions from immediate supervisor.
16. Maintain great relations with customers and the public in carrying out the responsibilities of the position.
17. Train other Field Technicians in the completion of job-related responsibilities. Develop job-based knowledge, skills, and abilities in other **empower** team members.
18. Perform all other duties as assigned or directed.
19. Will be subject to 24-hour call-out.

20. Has a thorough knowledge of all applicable safety regulations and can administer first aid, including artificial respiration. Able to instruct those they supervise in all phases of these items.
21. **WILL OBSERVE ALL SAFETY RULES AND REGULATIONS AS REQUIRED.**

**Knowledge, Skills, and Abilities:**

1. Must possess or acquire knowledge of the communication and fiber distribution system in the service area, such as location of lines, splice points, recovery loops, electronic equipment, etc.
2. Must possess or acquire knowledge to read and interpret maps to others.
3. Must reside at a reasonable distance from the office to handle trouble calls.
4. Must be willing and able to respond to duty calls any hour of the day or night, weekends or holidays, as well as in any kind of weather. In this capacity, is responsible for accepting stand-by duty as assigned. Incumbent will be required to carry a cell phone, and maintain an email account and work calendar, in order that they may be reached at any time.
5. Must possess and demonstrate in-depth knowledge of installation, maintenance, and removal of fiber and LTE customer premise equipment.
6. Must be capable of and must maintain currency on the installation, maintenance, and removal of fiber and LTE customer premise equipment.
7. Must possess or develop an increasing ability to install, maintain, and remove fiber optic drops from pre-spliced fiber or taps.
8. Must possess or develop an increasing ability to install/maintain/remove and splice distribution and backbone fiber.
9. Must possess or develop an increasing understanding of all communications and outside plant technologies and associated operations.
10. Ability to learn and work with new technologies.
11. Must possess strong computer skills and ability to learn new software and computer-related skills.
12. Must have proven ability to plan and organize work to meet deadlines, all with a high degree of accuracy and attention to detail.
13. Must have strong analytical and critical thinking skills with demonstrated problem-solving abilities. A wide degree of creativity and flexibility is expected.
14. Ability to possess knowledge of RUS, ANSI, NEC, NESC, and NESA specifications, rules and standards.

15. In addition to the required knowledge, the employee must have the ability to perform the duties of the position in a proper, safe, economical and workmanlike manner and be able to communicate well with others.

### **Experience / Education**

1. High school diploma or GED.
2. Must possess valid non-restricted Arkansas driver's license.
3. Three years of practical experience in telecommunications construction, customer premise device installation, network access equipment installation, and network troubleshooting preferred.
4. Must demonstrate knowledge of fiber outside plant materials and technologies.
5. Excellent leadership and communication skills and experience preferred.

### **Attitude**

Must be interested in aiding both customers and fellow employees; promoting a positive attitude; and in succeeding.

### **Working Relationships**

1. Ability to work with public during construction and restoration activities.
2. Ability to work with and communicate with supervisor regarding construction assignments, work activities, and matters involving line crew personnel.
3. Ability to work with system dispatcher in service restoration activities and in receiving and conveying outage restoration information during call out emergency situations as required.
4. Ability to work with all personnel on various construction and service activities.
5. Ability to work with material vendors, outside consultants, and other stakeholders on all construction and restoration activities.

### **Personal Characteristics**

Must be able to perform the essential elements of the position of Field Technician competently, following a training period of not to exceed six (6) months. Must possess personal characteristics that will make employee a productive work team member, including high integrity, good personal habits and regular attendance at work. Should be friendly and able to meet people easily and adjust to different personalities. Should be able to gain and maintain respect of others, both inside and outside of the organization. Must be reliable and dependable.



**Working Conditions**

Work is performed both inside and outside and in all types of weather. Weather conditions can be extremely warm or cold. Regularly required to climb a ladder or stairs, balance, talk and hear. The employee frequently is required to stand, walk, use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must lift and/or move on a daily basis 50-75 pounds. May occasionally need to lift or move 75-100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The job requires occasionally working in high places such as roof tops, etc. Person in this position must be available to work outages, including irregular hours and emergency call-out.

Accepted by: \_\_\_\_\_ Date \_\_\_\_\_  
Employee

Accepted by: \_\_\_\_\_ Date \_\_\_\_\_  
Department Manager

**10/2018**