



<b>Job Title:</b>	Outside Plant Technician	<b>Job Category:</b>	Technician
<b>Department</b>	Plant	<b>Status</b>	Full Time/Non-Exempt
<b>Location:</b>	Rush Center, KS and/or South	<b>Travel Required:</b>	Yes
<b>Supervisor Title:</b>	Plant Manager	<b>Evaluators:</b>	Plant Manager
<b>In-put:</b>	General Manager Management Team, Customers	<b>Direct Reports:</b>	NA

**In keeping with our mission of striving to provide the highest quality, cost-effective communications services, this position supports the company’s mission statement by providing and ensuring the consistent and effective operation of the company’s network.**

**This position supports the company’s customer service philosophy that sets up apart from our competition by providing local and personal service while providing a positive and productive work environment, fostering trust, maintaining the highest standards of ethical conduct and the pursuit of continuous daily improvement.**

**NOTE:** The job functions listed are intended to describe the general nature and level of work being performed by employees, and are not to be interpreted 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.

<b>By: Rick Dechant</b>	<b>Effective Date:</b>
<b>Plant Manager</b> <b>Golden Belt Telephone</b>	<b>Review Date:</b>

## **ESSENTIAL RESPONSIBILITIES/JOB TASKS**

*\*Percentages of time spent on each job duty will vary daily, as well as based on project completion.*

Installs and maintains CATV plant (aerial and FTTH) for the purpose of providing quality services to customers. Tasks may include completing quality installation, maintaining phone, CATV, wireless internet, and DSL, working with FTTH, copper, coax, & Cat 5 distribution services inside and outside of residential homes and businesses while demonstrating and educating customers on the use of installed products such as STB, network devices, etc., performing customer installations, upgrading or downgrading, repairing wireless internet, measuring, recording, and determining consistent cable signal strength, using test equipment, climbing roofs, water towers, and elevators, installing routers and wireless antennas, running cable to connect items to run the wireless equipment, working in all types of weather conditions, assisting customers with initial PC configuration, setting up and demonstrating LAN, email, and basic ISP use, setting up VoIP, testing for functionality, troubleshooting CATV, wireless internet, DSL, and security/camera system issues, monitoring performance of the network cabling, taking corrective action as necessary, completing essential paperwork accurately, recording inventory used, etc. Monitored by the Plant Manager through observations and feedback from customers.

Locates cable for the purpose of ensuring service can be provided safely and effectively without important cables or connections being cut. Tasks may include reading and interpreting maps, using a locator, detecting, locating, and marking where buried cable is in an area predefined by the request, visually inspecting, locating range from small to sometimes miles of marking, working in all types of weather conditions common to the area, assisting in emergency outages, performing emergency locates, providing accurate documentation or visual evidence that locates were done accurately, etc. Monitored by the Plant Manager through feedback from vendors and customers and review of records.

Sells, installs, and maintains security systems, camera systems, and key systems for the purpose of ensuring Golden Belt products and services are available and offered to customers in order to meet their needs. Tasks may include building and establishing good customer relationships by providing prompt and exceptional sales and after sales service, working with the customer to understand their needs and assisting them in discovering how our products meet those needs, maintaining strong knowledge of all products and service features we offer, providing efficient, courteous customer service, and assisting in all aspects of product offerings and services, gathering bid information, getting bid approval from the customer, rewiring the networking the entire home or business to set up the new services, etc. Monitored by the Plant Manager and through feedback from customers.

Performs networking tasks for the purpose of assisting customers with effective

networking operations. Tasks may include assisting customers with initial PC configuration, setting up wireless printers and camera systems with wireless devices, pre-wiring, and installing drops, outlets, jacks, converters, cable modems, routers, digital set top boxes, other cable system devices, customer owned devices, etc. Monitored by the Plant Manager through observation and feedback from customers.

Assists in performing construction duties to provide quality services to existing and new customers in our overhead and underground transmission and distribution systems, substations and fiber-optics. Tasks may include assisting in plowing, trenching, and digging, or installing aerial drops to customer premises, using ladders and bucket truck in order to splice fiber, coax, or copper cables to locations needing services, etc. Monitored by the Plant Manager through observations and feedback from the construction crew.

*(Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.)*

**RESPONSIBILITIES:** This position requires the ability to participate as a member of a team to complete tasks and engage in problem solving activities. Therefore, must relate well with others since information has to be obtained on occasion from others in the form of informal training/coaching. Employees are expected to communicate with the public as well as fellow employees in a pleasant business-like manner. There is frequent internal and external contact at all levels of organizations requiring negotiation, persuasion, and diplomacy with other departments, customers, and vendors. Must also maintain good attendance and appearance. Employees are expected to increase job knowledge by assisting & supporting all other employees with their job duties, as required. Participation in strategic planning is expected at least annually.

**LATITUDE:** Most duties are assigned and then the performer plans and arranges tasks in order to complete duties. Problem solving is accomplished independently most of the time requiring extensive knowledge, both industry and technical. Most decisions not affecting other departments can be made independently in accordance with company policy.

**IMPACT OF POSITION:** Successful completion of essential job tasks ensures efficient use of time and resources of technicians. Errors are easily detected usually detected in the next phase of operations but could have significant adverse effect on external and internal relationships and result in moderate monetary effect due to a probability of loss of improper utilization of labor, material, or equipment. Data that is prepared by this position is used for important decisions by management, errors could result in liability and affect operating costs.

**CUSTOMER SERVICE/INTERACTION:** Daily phone and face-to-face interaction with other employees and customers, while vendor contact is weekly by phone to perform job functions. To facilitate our mission of customer satisfaction, all jobs carry with them an overriding responsibility of our employees to provide extraordinary customer service in terms of quality, timeliness and assistance. Commitment to service excellence is expected of all employees.

**ESSENTIAL SKILLS & REQUIREMENTS:**

- Display respect and maintain a good reputation in the community.
- Good communication and self-motivation skills.
- Display proficiencies with computer, phones/cellular phone, general office equipment.
- General understanding of telecommunication terminology
- Proficiencies in all of the following areas; technical, human relations, conceptual, analytical, political, emotional intelligence, decision making, problem solving, written communication, oral communication, math and adaptability.

**Physical requirements:** Limited bending, carrying, lifting to 40 lbs. independently, demonstration of manual dexterity, squatting, twisting, turning, and visualizing of a computer screen, required.

**EDUCATION & EXPERIENCE:** Technical school in some capacity, preferred. High school diploma or GED, required. Two to three years telecommunications or networking, required.

**TRAINING:** Company training in eLations & Field Communicator must be completed successfully within six months, required. Ongoing training on product offerings, cell phone, and plan changes, required.

**WORK CONDITIONS:** Field Environment in all types of weather.

**OTHER:** Frequent travel by vehicle, required. Occasional air travel, required. Occasional overnight travel, required. Occasional overtime, required.

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.

*I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgement below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations.*

\_\_\_\_\_  
**EMPLOYEE SIGNATURE:**

\_\_\_\_\_  
**DATE:**

\_\_\_\_\_  
**SUPERVISOR SIGNATURE:**

\_\_\_\_\_  
**DATE:**