



Job Title:	C.O. Transmission Technician	Job Category:	Operations/Maintenance Voice Switch
Department	Central Office	Status	Full Time/Non-Exempt
Location:	Rush Center, KS	Travel Required:	Yes
Supervisor Title:	Central Office Manager	Evaluators:	Central Office Manager, General Manager
In-put:	General Manager Management Team Customers	Direct Reports:	NA

In keeping with our mission of bringing the best user experience to its customers through reliable state-of-the-art communication services.

This position supports the company's customer service philosophy that sets us apart from our competition by providing our customers with local and genuine personal service, we will work alongside our customers to find the best solution available to fit their needs. We pledge to provide the finest services to our customers and strive for continuous daily innovation to remain competitive in an age of perpetual technology.

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.

By: Nathan Luea Central Office Manager Golden Belt Telephone	Effective Date: Review Date:
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POSITION DESCRIPTION

The C.O. Transmission Technician will oversee the operations and maintenance of our Voice Switch as well as several legacy TDM systems to ensure quality services are being delivered to all customers.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Ensures continuous operation of central office switches, networks, and related equipment.
- Prepares specifications for new equipment and oversees changes and upgrades to switches.
- Design, configure and maintain Ethernet networks
- Attend training to stay current with the telecommunications industry.
- Maintain the operations of a public switched telephone network.
- Determine equipment requirements for projects, place equipment orders, and track inventory.
- Maintain records of network infrastructure across multiple facilities.
- Maintain SONET network including T1 Installations, changes, and repairs
- Maintain central office equipment including DC power plant
- Minor Generator and HVAC maintenance and repairs

(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.)

ESSENTIAL SKILLS & REQUIREMENTS

EDUCATION & EXPERIENCE:

High school diploma or GED, required. Associate degree in communications technology or equivalent and/or 5 + years of experience in central office operations, required. Strong understanding of digital switching and central office operations. A fundamental understanding of OSI model Layers 1-3, required. Experience in fiber optics, copper plant, and RF technologies, preferred.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of telecommunication industry and terminology
- Knowledge of digital switching technology
- Knowledge of Ribbon/Genband CS1500/SBC
- Knowledge of Innovative Systems Elation/APMAX/SIP ACS
- Knowledge of Adtran TA5000 and Calix/Occam B-Series
- Knowledge of Metro Ethernet technologies
- Knowledge of xDSL and RF technologies
- Ability to communicate professionally with vendors, co-workers, and customers.
- Ability to develop and justify budget objectives
- Ability to pay close attention to detail
- Ability to work independently as well as in a team environment
- Ability to organize and prioritize multiple work assignments
- Ability to recommend improvements for specific installation/maintenance/repair issues

- Skills in problem solving and resolution-oriented mindset
- Skill in reading and interpreting technical documents and information
- Skill in oral and written communication
- Performs all other related duties as assigned by management

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 organization 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; or are self-defined with complete flexibility in scheduling and accomplishing responsibilities. 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 effective completion of job duties. Errors may or may not be easily detected and could have significant adverse effect on external relationships and result in substantial monetary effect due to a probability of loss of customers and improper utilization of labor, material, or equipment. Since 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.

Physical requirements: Limited bending, carrying, lifting- up to 40 lbs. independently, demonstration of manual dexterity, squatting, twisting, turning, and visualizing of a computer screen, climbing, kneeling, functioning in tight and restricted spaces, distinguishing colors, required.

Training: Training outside the company on switch maintenance, TDM, IP Networks, etc., required. Ongoing training as required by the company on safety, required.

Work conditions: The physical environment requires this employee to work both inside and outside in heat/cold, wet/humid, and dry/arid conditions. Frequently required to use personal protective equipment to prevent harm in hazardous environments. Must be willing to work overtime, on-call and weekends for special project upgrades.

Other: Occasional travel by vehicle, air, overnight, overtime, required.

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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: