



103 LINCOLN STREET
RUSH CENTER KS 67575

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| WWW.GBTA.NET

Job Title	Outside Plant Technician Tier I	Job Category	Tier I Technician
Department	Plant	Status	Full Time/Non-Exempt
Location	Rush Center, KS	Travel Required	Yes
Supervisor Title	Field Supervisor	Evaluators	Plant Manager, Director of Operations
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: Plant Manager , Director of Operations Golden Belt Telephone	Effective Date:
	Review Date:

POSITION DESCRIPTION

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

Tier I technicians perform installs and repairs on at least one type of service, I.E., Coax, Fiber, Wireless without assistance, should be able to complete troubleshooting on simple projects, should be able to do locates and hands assistance for construction crew as needed.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Install and repair the company's services and equipment for residential and business customers.
 - Communicate and coordinate with customers in a professional manner to ensure the company's customer service expectations and commitments are met and exceeded.
 - Installation and maintenance of customer premise equipment including modems, ONTs, Residential Gateways, Set Top Boxes, Batteries, and related equipment.
 - Assists with maintenance on outside plant facilities from Central office to customer premise.
 - Installation and repair customer premise drop wires, station protections and network interface devices using appropriate tools.
 - Completes all assigned work, paperwork, job notes, inventory check out, and other documents and actions as required by the company.
- Provide assistance to other technicians with the installation and maintenance of company's business products and services.
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 - Utilize company software to complete/update service orders, track inventory and enter time.
 - Perform maintenance, cutover, and scheduling of plant activity in accordance with company guidelines.
 - Attend and participate in job safety and other training programs.
 - Locate existing underground cables as needed using maps and technology provided.
 - General maintenance on company vehicles.

(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.)

Knowledge, Skills & Abilities

- Basic knowledge and understanding of telecommunications outside plant: including copper and fiber.
 - Basic knowledge and understanding of personal computers and customer premise equipment.
 - Knowledge and understanding of cable counts and color-code.
 - Basic knowledge or telecommunications outside plant equipment operations and maintenance.
 - Skill in operating service equipment including various hand tools and testing equipment.
 - Ability to read and interpret technical documents such as maps, staking sheets, and operating and Maintenance instruction manuals.
 - Ability to install and repair Voice, Broadband, StreamIT equipment on customer drop and customer premises.
 - 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 sell and up-sell company products and services.
 - Ability to handle difficult customers.
 - Ability to hold yourself accountable and manage your time efficiently.
 - Ability to assist in performing construction duties to provide quality services to existing and new customers in overhead or underground transmission and distribution systems, substations, and fiber.
 - Ability to 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 and oral communication, math and adaptability.
 - Ability to provide the company experience, the GBT way.

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.

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 on operating systems must be completed successfully within six months, required. Ongoing training on product offerings, safety, CPNI & Harassment, required.

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.

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.

Physical Requirements: Frequent bending, carrying, lifting- up to 50 lbs. independently, demonstration of manual dexterity, squatting, twisting, turning, and visualizing of a computer screen, crawling in attics, and crawl spaces, required.

Work Conditions: Field environment, in all types of weather. Must be willing to work overtime, on-call and weekends if needed.

Other: Frequent travel by vehicle, Occasional air travel, overnight travel, and 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. 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 acknowledgment 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

