



Job Description

<u>Job Title:</u>	Fiber Operations Technician
<u>Reports To:</u>	Plant Operations Manager
<u>Department and Location:</u>	Plant – Rudd, Iowa (Monday-Friday TBD)
<u>Salary:</u>	DOE / Non-Exempt
<u>Prepared Date:</u>	April 2022

Basic Job Function:

The Fiber Operations Technician is responsible to install, maintain, troubleshoot, and repair existing installations of FTTH systems at residential and commercial locations. Assist to execute plant operations to include maintenance and repairs of the network and provide effective and timely resolution to a range of service affecting issues which will require a knowledge of business and residential telephone, internet, and video services. Must have ability to install and configure 802.11 wireless networks, including routers, connected PC's, laptops, tablets, and other peripheral devices. The position requires utility locating to identify, locate and mark the location of OmniTel subsurface utilities to minimize accidental damage or disruption of service due to construction excavation activities. The Fiber Operations Technician maintains fiber networks by performing maintenance inspections and repair procedures to cut or damaged cables through fiber splicing functions.

This position is responsible for meeting business operations expectations related to installation / repairs at customer premise and to ultimately provide memorable customer service experiences in support of plant operations.

Excellent knowledge of proper cabling and wiring applications is needed. Position requires both interior and exterior cabling/wiring skills while sustaining the esthetics of the building, integrity of grounding, and customer premises equipment. Assist help desk operations by providing telephone support to both internal and external customers for laptop, PC, LAN, or other technical support related to OmniTel services. The position also provides sales and support services while working with customers to demonstrate equipment operations and respond to related questions.

Principal Duties and Responsibilities:

- Deliver outstanding customer service and contribute to a superior service culture.
- Explain services and demonstrate equipment operations to customers and respond to related questions as needed.
- Install, troubleshoot and repair residential/business voice, video, internet services.
- Maintain proficiency on all facets of the FTTH installation and repair procedures and related hardware and software, including all attached or interconnected devices.
- Install, terminate, and troubleshoot wiring and other plant-related items interfacing with the central office equipment and peripherals supporting the network.
- Assist in various facilities exchanges, repairs, and upgrades in support of plant operations and expansion.
- Ensure personal work area, desk and service vehicle are kept clean and maintained.
- Communicate effectively in team environment

Principal Duties and Responsibilities: (Continued)

- Help up-sell OmniTel services to ensure customer needs are met
- Locate underground utilities including fiber telecommunications systems within the exchange territory.
- Perform splicing and repairing of fiber / cable when necessary.
- Be part of a rotating “on call” service and troubleshooting schedule and “after hours” maintenance work.
- Perform other duties and special projects as assigned while working in a team focused environment.
- Be punctual and reliable for scheduled work hours and workdays.

Physical Requirements:

Valid driver’s license with a safe driving record and the ability to attend meetings as directed by management. The ability to lift 50 – 75 pounds as needed and the ability to work long hours including evenings and weekends. The ability to effectively communicate both written and verbally with customers and all employees and vendors. The ability to successfully perform the functions and responsibilities of the job while potentially working in extreme weather conditions.

Education, Certification and/or Training Qualifications:

- High school diploma/technical degree, BA/BS preferred or equivalent in work experience.
- Extensive knowledge of Windows operating systems, computer hardware and peripherals, basic networking concepts, devices, and security.
- Advanced experience with computers and advanced PC skills with Microsoft Office Suite products and common Internet browsers.
- Must have demonstrated competencies in installation, repair, and support with 2 years of experience in field installation, operations and maintenance preferred.
- Able to interact well with the co-workers and customers alike.
- Works well in a team environment with the ability to maintain composure while completing a variety of tasks and working with multiple customers in a fast-paced environment.

OmniTel Values:

- Puts the customer first and looks to exceed customer expectations.
- Positive attitude
- Maintains professional business dress appearance and serves as exemplary Ambassador for OmniTel with external customers and vendors.
- Actively participates on a dynamic team.
- Exhibits an entrepreneurial spirit.
- Takes accountability for personal and team performance.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Manager Signature

Employee Signature

Date