



Solutions for the Future

Providing Electric, Telephone, Internet and Cable Television Service

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JOB DESCRIPTION

Central Office Technician

REPORTS TO: Network Services Supervisor

SUPERVISES: No supervisory responsibilities.

OBJECTIVES: The Central Office Technician is responsible for the installation, maintenance, repair, and operation of the telecommunications network. A CO Tech follows industry standards, best practices, and safety protocols so as to provide our members with reliable, high value services.

MISSION STATEMENT:

We exist to serve our members in a cooperative spirit, providing competitive, reliable, and safe services at cost consistent with sound management. We will continually evaluate the needs of our members and take an active role in the development of opportunities advantageous to our members.

RESPONSIBILITIES:

1. Installation, maintenance, repair and operation of telecommunication network, facilities, and plant.
2. Must be able to provision, maintain and troubleshoot TDM and IP subscriber services and trunks Class 4/5 telephony switches.
3. Design, installation, repair and maintenance of Ethernet/IP networks from the core network to the members point of demarcation.
4. Operate TDM, Ethernet, optical, electrical, and subscriber service testing and validation tools.

This institution is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

5. Maintain, operate and troubleshoot facility environmental control and monitoring systems.
6. Create and maintain plant and facilities documentation, including circuit drawings, maps, cable records and CPRs.
7. Maintains central office records including outside plant, switching, and directory numbers and cross connect records as required.
8. Test and maintain battery plant in support of telecom operations.
9. Complete trouble tickets, service orders, and work orders in reasonable timeframes.
10. Direct and assist field technicians when necessary.
11. Ordering and inventory of Division 2, parts, equipment, tools, and supplies.
12. Develop and improve maintenance procedures and schedules.
13. Ensure compliance with safety rules and guidelines established by the Cooperative's Working Policy, State and Federal regulations.
14. Work with Member Services Department to resolve member issues.
15. Provide stakeholders with up-to-date information about planned and non-planned service disruptions and estimated restoration times.
16. Interaction with fellow employees, outside consultants and members.
17. Ability and willingness to assist other departments, including but not limited to, annual events, projects, and outages.
18. Maintain work areas in a manner that promotes safety, organization and productivity.
19. Perform basic maintenance and safety inspections on company vehicles and equipment.
20. Attend trainings and conferences to stay current on telecommunication technology and best practices.
21. Intermittent stressful working conditions in which the employee is required to exercise significant discretion in judgment.

22. Able to work on-call and outside their regularly scheduled hours, to be available to assist after hours and on weekends for emergency and/or pre-arranged work.
23. Performs all other duties as assigned by Network Services Supervisor.

ABILITIES AND SKILLS:

1. Ability to use a computer, Microsoft Office suite, enterprise management software (NISC), and general troubleshooting software used throughout the IT/telecommunications industry.
2. Ethernet/IP network design, maintenance and troubleshooting.
3. Knowledge of telephony: Switching, trunking, subscriber services, PBXs, SS7, TDM, S/P
4. Knowledge of DC and AC power systems and electrical theory.
5. Knowledge and ability to execute CO/Facilities physical deployment tasks: Equipment installation, power/data wiring, and cable management.
6. Working knowledge of facility environmental control and monitoring systems.
7. Ability to perform all duties assigned to journeymen and apprentice telecommunication technicians.
8. Knowledge of copper/optical splicing techniques.
9. Knowledge of general tradecraft, including: design/fabrication, use of hand/power tools and equipment operation.
10. Ability to operate test equipment for use and training purposes. Equipment includes: TDM, Ethernet, optical, electrical, PON, RF, and subscriber service testing and validation tools.
11. Ability to read, maintain and create cable plant and facilities documentation, including circuit drawings, maps and cable records
12. Ability to communicate clearly and effectively with supervisor, co-workers, contractors and members: verbally and in writing.
13. Knowledge of the National Electric Code, The Nation Electric Safety Code and USDA Rural Utility Service (RUS) bulletins concerning telecommunications constructions standards.

PHYSICAL AND EMOTIONAL DEMAND OF THE JOB:

This position can be a high stress position, demanding and requiring intermittent long hours on both a daily and weekly basis, demanding that the employee be able to respond to inquiries while maintaining a consistently professional and calm emotional demeanor.

1. Must have the balance, coordination and strength needed to climb ladders.
2. Must be able to perform fine manipulation tasks while reaching overhead.
3. Must be capable of walking, crawling, bending, and kneeling on varied surfaces.
4. Must be capable of lifting, carrying, pushing, and pulling heavy loads (>50LBS/25KG)
5. Must have hand eye coordination good enough to operate tools and equipment.
6. Must have speech and hearing capable of communicating verbally and qualifying services.
7. Must not be color blind for the purpose of identifying color coded components.


WORKING CONDITIONS:

Work will be performed inside environmentally controlled offices/remotes and outside in the field in potentially inclement weather. Work will include climbing ladders. Work can be around electrical lines and conductors of varying voltage. Must be able to work flexible hours including: scheduled on-call, weekends, holidays, before and after designated shift hours. Must be willing to travel within our rural service area. Modes of travel may include: small planes, ATV's, boats, helicopters, and snow machines

MINIMUM QUALIFICATIONS:

1. Four years of experience with a relevant technical background. Telecommunication experience is necessary.
2. High School diploma and or G.E.D.
3. Must have and maintain a valid Alaska driver's license and a satisfactory driving record.

Approved by:


William Chaney, CEO/General Manager

Date:

9-16-24