



JOB DESCRIPTION

Field Service Technician for LexNet

Rev. Date:

08-22-2024

Reports to

Broadband Director

Directs

No direct reports

Position Summary

The Field Service Technician will be responsible for the installation and maintenance of the broadband plant facilities. This is included, but not limited to, mainline fiber, drop cables, inside premise wiring, and all associated equipment. Field Service Technicians are required to troubleshoot and restore service outages and respond to service calls. They must assess network capacity to support service requests and propose solutions when network capacity is unavailable. They are responsible for outside construction related activities to expand, upgrade, or modify the broadband network to meet and exceed all demands placed on the network.

Responsibilities & Duties

1. Responsible for working closely with Customer Service Representatives to maintain aggressive, yet achievable, home installation schedules.
2. Responsible for completing the installation of equipment within the customers' homes and training the customer to use said equipment.
3. Responsible for responding to all service requests in a friendly and courteous manner.
4. Responsible for installing, configuring, monitoring, maintaining, and/or restoring the health of all necessary outside plant and network access equipment.
5. Responsible for communicating with all departments that are dependent upon the construction of the broadband network.
6. Responsible for ensuring adequate stocking of all necessary materials on vehicles

- and checks in-and-out materials for appropriate jobs, as assigned.
7. Responsible for finding and performing maintenance on fiber optic lines during outages.
 8. Responsible for ensuring that all construction and installation standards are met after the completion of any broadband related task.
 9. Responsible for investigating, recommending, and completing effective solutions to customer complaints, as needed.
 10. Responsible for informing the Supervisor on progress of work done, including deviations to construction standards.
 11. Responsible for operating all types of vehicles and associated equipment, as needed.
 12. Responsible for establishing and maintaining great relations with the customers and the general public.
 13. Responsible for training and assisting other Field Service Technicians in the completion of job-related responsibilities.
 14. Supports a 365/24/7 work habits and schedule.
 15. Responsible for adhering to all company policies and procedures.
 16. Responsible for carrying out other duties assigned by the Broadband Director.

PHYSICAL ACTIVITIES

A. **Walking:** Must be able to move about, as required, to accomplish tasks. Sometimes the employee is required to walk extended distances and for an extended duration in time. The employee is frequently required to stoop, kneel, crouch, or crawl.

B. **Lifting:** Raising objects weighing up to 125 pounds from a lower to a higher position or moving objects horizontally from position-to-position. Lifting requires the substantial use of the upper extremities and back muscles.

C. **Communication:** Written, oral, and technical communication is required. The employee must be able to communicate with the customer and other employees in a professional manner.

D. **Hearing:** Must be able to hear the spoken word with or without correction, either in person or on the telephone.

E. **Visual Acuity:** Have vision sufficient, or corrected sufficiently, to read printed material on various forms of applications, computer monitors, and interoffice communications.

Working Conditions

The employee is subject to indoor and outdoor working conditions and may be in close contact with the public. The employee is also subject to all weather conditions and working hours, as the situation requires.

Experience

At least 3 years of experience in telecommunications construction, customer premise installation, network access equipment installation, and/or network troubleshooting is preferred.

Preferred Education

High School Diploma or equivalent.

Job Knowledge, Abilities and Skills

1. Must possess or acquire the knowledge of LES' broadband distribution system, such as the locations of lines, splice points, recovery loops, electronic equipment, etc.
2. Must possess or acquire the knowledge to read and interpret maps and records related to the broadband network.
3. Must possess and demonstrate in-depth knowledge of the installation, maintenance, and removal of the materials and equipment related to broadband services and networks.
4. Must possess the knowledge and skills necessary to install, maintain, remove, and splice distribution and backbone fiber cables.
5. Must possess the knowledge of outside plant materials and technologies related to fiber optic networks.
6. Must have the ability to work with customers on a variety of issues. This position requires emotional restraint and intellectual responses to customers.
7. Must be able to work with the public in courteous ways.
8. Must possess a high attention to detail.
9. Must possess good organizational skills.
10. Must possess technical computer knowledge and typing experience.
11. Must have the ability to establish and maintain an effective working relationship with the public and other employees.
12. Must have the ability to apply common sense understanding to carry out instructions furnished in written or oral form.
13. Must have the ability to add, subtract, multiply, and divide all units of measurement.
14. Must be able to handle multiple interruptions and adjustments to priorities throughout the day.
15. Must be able to communicate effectively with diverse and sometimes irate individuals and to handle calmly and efficiently situations ranging from routine to emergency.
16. Must have excellent memory and organizational ability to deal with multiple responsibilities.
17. Must remain current with the telecommunication industry standards.
18. Must have in-depth knowledge of LexNet's products and services.
19. Must possess a knowledge of occupational hazards and safety procedures.

Other

Maintain current Tennessee Drivers License.
Attend TVPPA and all other training sessions, as assigned.