

POSITION PROFILE	
POSITION: Network Operations Communication Technician	DEPARTMENT: Network Operations
CUSTOMARY WORK HOURS: 08:00 -16:30; evening and night tours; scheduled and unscheduled overtime	
CUSTOMARY WORK DAYS: Monday – Friday, with scheduled rotation of Tuesday-Saturday. Available for call out; weekends; holidays and dispatch to remote sites and exchanges	
SALARY GRADE: Technical Support Schedule III	STATUS: Non exempt
REPORTS TO: Operations Manager	

POSITION SUMMARY

The Network Operations Communication Technician is accountable for the daily operation of the Ponderosa telecommunication network. Duties include, but are not limited to, installation, repair and maintenance of the converged telecommunications network equipment for voice and data transmission. Monitoring the network to ensure the continuous functionality of the Ponderosa telecommunications network, response to network outages, troubleshooting hardware/software applications, provisioning of new facilities and equipment installations/software upgrades during off-peak maintenance windows (to maintain minimal network downtime and customer interruptions) are essential requirements of the position. This position demands a high degree of flexibility and accountability as any or all of the above-mentioned functions may require performance on a daily or periodic basis, dependent on the needs to the business. Office assignment may be in Friant, O’Neals, North Fork or Auberry. Access and exposure to highly sensitive documents, materials and conversation requires strict confidentiality on the part of the Network Operations Communication Technician

PRINCIPAL ACCOUNTABILITIES

Daily:

- Continuously monitors the status of the telecommunications network
- Work with other departments to ensure installation commitments are met
- Responds and resolves customer reported trouble in a timely manner
- Responds and resolves trouble with telecommunications network equipment
- Responsible for the installation, maintenance and repair of special circuits
- Proactive involvement in the Company’s Safety Program, including compliance with all rules and regulations, and for continuously practicing safety while performing their duties
- Expected to observe and be receptive to all aspects of network operations. This may include formal training, self-instruction by use of written material, video and/or computer based training or providing instruction to other employees
- List of principal accountabilities is not exhaustive and may be supplemented as necessary

Periodic:

- Assist other departments as required to configure, test or diagnose issues at customer installations
- Ensures a timely preventive maintenance program is carried out on all existing systems
- Assist or performs in the installation of new telecommunications equipment or software
- Performs translation work for access to the public switched telephone network
- Performs routine maintenance on all Network Operations subnet computer systems, peripherals, programs and applications

- Completes installation of all hardware and software within the Network Operations subnet. This includes computer/PC connectivity
- Capture and analyze data required to identify and resolve Network QoS issues
- Installs, supports and monitors the operation of the network and systems throughout the network, including hardware and software (e.g., routers, hubs, bridges, network management system, operating system, middleware and network management applications)

Routinely performs the following duties:

- Interacts directly with telephone customers for routine problem resolution and promotes positive customer relations
- Maintains documentation of installation activities and network connections
- Maintains an understanding of current copper and fiber cabling standards
- Maintains an understanding of central office electrical grounding standards
- Maintains an understanding of electrical circuits, power systems and battery plant systems

ALL TECHNICIANS

Due to the nature of the duties of the Network Technician, on occasion exposure to sexually graphic, explicit, or offensive websites may occur. If exposure to such website(s) is offensive, or provides an uncomfortable work environment or affects performance, please notify your supervisor, manager or Human Resources Manager immediately. Action will be taken to remove you from the duty in question without prejudice and no disciplinary or retaliatory action shall be allowed.

KEY PERFORMANCE FACTORS

ACHIEVING RESULTS

- Applies knowledge of the job. Applies knowledge to new or challenging situations
- Applies technical skills (includes applying existing skills in new or challenging situations)
- Accepts responsibility for and follows through on tasks, assignments, and other responsibilities in a timely manner
- Meets departmental standards for productivity (rated on the basis of work accomplished to volume of work)
- Performs duties with accuracy, thoroughness, attention to detail, and neatness
- Sets challenging, but realistic goals
- Holds self accountable for individual results
- Monitors quality of own or others' work (e.g., double-checks the accuracy of information or work product; checks to ensure that procedures are followed)
- Takes actions to solve a problem or overcome an obstacle to achieving results
- Makes specific changes in work processes or own work methods to improve performance (e.g., does something better, faster, at lower cost, more efficiently; improves quality, customer satisfaction, morale, revenues)
- Performs work in a safe and healthful manner and in accordance with the Company's Safety Program

PROACTIVITY

- Recognizes tasks, activities, assignments to be done and completes them without specific directive or actively seeks new duties or challenges
- Offers one or more ideas to improve work processes or departmental productivity. Initiates actions to address an anticipated problem or obstacles. Actions are within the constraints of respective authority
- Has the ability to seek information from a wide variety of sources concerning a problem or issue affecting a specific project or department as a whole

TEAM ATTITUDE

- Expresses the belief that others are fully capable of contributing to the work process and being effective when given the chance
- Participates willingly in departmental or work group decisions. Demonstrates commitment to achieving departmental goals by assisting others, even if the task is not a part of their primary roles and responsibilities
- Shows respect for other's intelligence by appealing to reason
- Genuinely values others' input and expertise and is willing to learn from others (including supervisors, peers, and subordinates)

ORGANIZATIONAL COMMITMENT

- Assertive in exceeding customer expectations as a first priority
- Promotes the ideal that every team member is responsible for customer satisfaction
- Respects the ways things are done in the organization and does what is expected (e.g., dresses appropriately, presents the Company in a positive light). Follows Company policies and procedures
- Respects and accepts what management sees as important
- Maintains attendance in accordance with Company guidelines and is consistently punctual
- Makes choices and sets priorities to meet Company's needs
- Cooperates with others to achieve organizational/departmental objectives
- Publicly acts to fit the Company's mission

FLEXIBILITY

- Understands other people's point of view
- Able to shift easily from one task or focus to a different one
- Willing to change ideas or perceptions based on new information or contrary evidence
- Decides what to do based on the situation (e.g., acts to fit the situation or person)

SELF-MANAGEMENT

- Demonstrates an ability to handle stress on the job (e.g., able to multi-tasks, prioritize)
- Controls own strong emotions, such as anger or extreme frustration. Remains calm in stressful situations, addressing difficult problems one at a time
- Remains productive under stress. Deals with stress directly and does not allow stress to weaken one's ability to complete a task or interact effectively with others

CUSTOMER SERVICE ORIENTATION (internal and external)

- Gives friendly, cheerful service
- Follows through on customer inquiries, requests, complaints
- Keeps customer up-to-date about progress of projects (but does not probe customer's underlying issues or problems)
- Maintains clear communication with customer regarding mutual expectation, monitors customer satisfaction

PHYSICAL REQUIREMENTS

- Possesses the ability to speak clearly and understandably and hear communications by telephone and in person
- Possesses fine and gross manipulation skills
- Possesses grasping and power grip abilities
- Must have good vision (with correction) and also have color vision to differentiate wiring
- Must be able to sit for prolonged periods of time
- Must have ability to stand, sit, squat, bend, kneel, twist, crawl, reach, lift, balance, carry, push and pull to accomplish daily tasks associated with requirements of the position
- Must be able to perform job duties and responsibilities in all types of weather, ranging from extreme heat to cold, including rain and snow
- Must have the ability to walk and negotiate rough terrain while carrying necessary equipment to perform job duties
- Must have the ability to drive in all types of terrain and in all types of weather, including rain and snow
- Must have the ability to install and remove tire chains from vehicles

- Must be able to lift 100lb. maximum with frequent lifting and/or carrying objects weighting up to 50lb.

QUALIFICATIONS

EDUCATIONAL REQUIREMENTS

- High school diploma or equivalent
- 2-year College degree or vocational certificate in Data Networking, Information Services, Computer Science or Telecommunications field or equivalent in technical experience.
- Cisco Certified Network Associate (CCNA) certification desired

TECHNICAL REQUIREMENTS

- Working knowledge of various types of computer hardware. This includes knowledge of PC and server hardware installation and maintenance.
- Working knowledge of various network and computer operating systems.
- Computer literate, with emphasis on Microsoft Word, Excel and Access
- Basic understanding of telephony to include switching, digital loop carrier, microwave radio and fiber optic transport desired.
- Basic understanding of installation, maintenance and repair of data circuits desired.
- Possesses and maintains a valid and unrestricted class "C" driver's license, with driving records that provides insurability under the Company's vehicle insurance carrier and within the guidelines of the Company

WORK EXPERIENCE

- 2 years diverse experience in Information Services/Data Processing including PC installation and maintenance, LANs network maintenance and various PC operating systems or,
- 2 years in a similar position, where duties and responsibilities correspond with the essential and periodic accountabilities of this position
- 2 years as a Central Office Technician, Digital Radio technician, Fiber installation/testing or similar position, where duties correspond with the essential and periodic functions of this position
- Education or personal experience may be substituted for work experience.

ENVIRONMENTAL CONDITIONS

CENTRAL OFFICE

Exposure to an air-conditioned/heated office environment with moderate noise levels generated by the equipment. However, travel conditions from one office location to another can result in exposure to outside elements ranging from extreme cold/heat/humidity/rain/snow

OUTDOOR CONDITIONS

Exposure ranges from mild to extreme weather conditions, including heat, cold, humidity, rain and snow. At times, personal protective equipment and clothing are the only protection provided against the elements. There is also unavoidable exposure to plant and animal life that inhabit the area

THIS POSITION PROFILE DOES NOT PROMISE OR IMPLY THAT THE ACCOUNTABILITIES LISTED ARE THE ONLY DUTIES TO BE PERFORMED OR THAT THE POSITION MY NOT CHANGE, OR BE ELIMINATED. JOB TASKS AND RESPONSIBILITIES ARE NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY. THE REQUIREMENTS FOR THE POSITION ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL AND/OR ABILITY TO PERFORM DUTIES OF THE JOB. JOB TASKS AND RESPONSIBILITIES MAY BE ALTERED AT ANY TIME, WITH OR WITHOUT WRITTEN NOTICE. IN NO WAY DOES THIS DOCUMENT ALTER THE AT-WILL STATUS OF THE PONDEROSA TELEPHONE

APPROVALS	
DEPARTMENT MANAGER:	DATE:
DIRECTOR OF OPERATIONS:	DATE:
HUMAN RESOURCES MANAGER:	DATE: