**Leaco Rural Telephone Cooperative, Inc.**

**Job Description**

**Job Title:** Installation/Repair Technician

**Reports To:** Plant Supervisor

**FLSA Status:** Non-Exempt

**SUMMARY:**

The I/R Technician performs required work for a wide range of exchange operations, including the construction, maintenance, and provisioning of telecommunication network facilities, instruments, cable, subscriber carrier equipment, customer and company interface devices, and related equipment. This position is also responsible for completing service implementation including installation, testing, training, and maintenance. Additionally, the position is responsible for interfacing with the customer to ensure needs and expectations are met.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements list below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned or be changed.

1. Responds to service orders for installing, upgrading, changing, or removing customers’ telephone service or equipment; complies with all regulatory requirements, industry standards, safety rules and regulations, and company policies.
2. Installs, removes, or makes changes in network for residential, business, and maintains residential, business, and responds to customer trouble reports.
3. Completes, clears, and closes out service orders and trouble tickets; updates record upon job completion.
4. Installs associated wiring including CAT-5 and other equipment in buildings which are either under construction or existing.
5. Reports disposition of trouble tickets to the service center, maintains time sheets, vehicle records, and other required reports.
6. Assures that all operations are performed by established industry standards or by company standards when applicable.
7. Submits sketches and measurements to Engineering when required.
8. Tests facilities and reports any unsatisfactory conditions found.
9. Receives and analyzes trouble reports and maintains record-keeping system for POTS and Broad Band, and key systems and all wide band service
10. Records and forwards traffic metering usage data and forwards all service orders to customer service department.
11. Provides technical expertise, training, and documentation to the customer for all services, related business systems and associated equipment.
12. Identifies and documents design deficiencies and, when applicable, recommends solutions verbally and in writing to Engineering.
13. Coordinates and executes field-testing activities, including technical support, on new products and services.
14. Performs system analysis, maintenance, and installation on all outside plant.
15. Knowledge of fiber, splicing, color code, testing and trouble shooting.

**EDUCATION AND/OR EXPERIENCE:**

High School diploma or equivalent of one to two years of job-related experience as a network, installer/repairer, or cable splicer and in areas of Switching, T1s, data circuits, PBX, XDSL, subscriber radio, fiber and/or other telephone related fields.

**NICHE SKILLS:**

This position requires critical thinking skills, problem solving skills, and the ability to manage one’s own time efficiently. A successful I/R Technician has natural technical aptitude and the ability to learn and adapt to new technologies.

**SUPERVISORY RESPONSIBILITIES:**

None.

**WORKING CONDITIONS**

Usually good working conditions. Usual exposure to elements such as noise, dust, cold/heat, and traffic or interruptions. Some elements present which make conditions less desirable than usually found in an office. The normal noise level is quiet in the office environment and may be moderate to loud in outside conditions. On call rotation. Work around electrical lines and with equipment with risk of electrical shock. Must be capable of lifting 100 pounds and stooping. Requires occasional travel to attend training sessions Must reside in assigned exchange area. Occasional overtime required if needed to complete tasks that may have deadlines associated with them.

**EMPLOYEE ACKNOWLEDGEMENT/SIGNATURE:**

I have reviewed, understand, and can perform the essential functions of the position.

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***Print Name Signature Date***

**Leaco Rural Telephone Cooperative, Inc. is an Equal Opportunity Employer**

***This Job Description is to be used as a guide for accomplishing Company objectives. The description incorporates the most typical duties performed and covers only the primary functions and responsibilities of the position. It is recognized that other related duties not specifically mentioned may also be performed. The inclusion of those duties would not alter the overall evaluation of this position.***