



Job Brief

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Job Title Code: 14009153

Job Title: Digital Technician [CWA03]

GENERAL INFORMATION

Union Affiliation: BellSouth Telecommunications (BST)

DESCRIPTION

JOB RESPONSIBILITIES

Responsibilities may include but are not limited to the following:

1. Provides consistent, respectful and professional internal/external customer care. Initializes and maintains an open line of communications to ensure all customers receive the highest level of customer satisfaction possible.
2. Installs, repairs, routines and performs preventative maintenance on digital services and ancillary hardware and software in the outside plant environment. Work may include carrier circuits, Digital Loop Carrier (DLC), next generation DLC, Fiber in the Loop, SONET, multiplexer and/or light guide equipment.
3. Performs placement of plugs, cross connect jumpers, drops, protectors, inside wire, network interface devices, and/or associated equipment.
4. Performs work both inside and outside in connection with installation or repair of circuits which may require sending or receiving signals to adjust gain devices at the customers premises for digital and/or analog circuits.
5. Performs installation and/or repair of equalized circuits, which may require adjustment of gain devices, and circuits requiring signal conversion devices (i.e., DX to EM, etc.).
6. Installs and/or repairs complex premises equipment, such as E911, ESSX, and IDENTIFIERS that are associated with the concentrator located in the central office.
7. Performs tests to insure that circuits meet requirements or to perform repair work.
8. Interacts with customer to verify that work to be done is as requested; evaluates customers needs; takes action to satisfy customer and enhance the company's image.
9. Reads and interprets service orders, WORD documents, circuit diagrams, blue prints and follows standard practices.
10. Completes documentation and reports information for work performed as required.
11. Uses computer terminal associated with Operations Support Systems related to work operations.
12. Uses access terminal to communicate with on-line databases for testing, receiving and closing job tasks and tracking plug-in inventory.
13. Works outside in all kinds of weather.
14. Climbs poles and ladders, works aloft, and underground in manholes.
15. Follows established safety practices and procedures. Must be able to safely utilize equipment resources to perform specified physical job duties, i.e., satisfies manufacturer's specifications for operation or use of equipment including weight limitations.
16. Lifts and moves loads up to 100 pounds.
17. Drives Company vehicle.

Tests:

<u>Test Name</u>	<u>Applicability</u>
Technical Knowledge Test - II (TKT II)	Required

[VIEW TEST GUIDES](#)

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Physical Requirements:

- Ability to perceive differences in wire and cable colors
- Lift and move loads up to 100 pounds.
- Climb poles and ladders; work aloft and underground in manholes

Specifics:

- Work various scheduled tours including day, evening and night covering Sunday through Saturday with overtime, call-outs and holiday work as required. Tour length will be 8 hours.
- Valid driver's license and ability to drive vehicle with manual shift in some assignments.
- Satisfactory completion of a background investigation
- Use computer terminal associated with various Operations Support Systems

ADDITIONAL FACTORS

- Experience in electrical, electronic or mechanical fields.
- Ability to speak a second language in some assignments.

Training:

The following must be satisfactorily completed for title retention:

- On-the-job and/or classroom training as required
- SF401 Safe Ladder Handling and Pole Climbing
- SS508 Principals of Digital Transmissions Systems
- ND524J Network Digital Concepts

Environment:

Work outside in all kinds of weather; work alone at remote repeater locations and in manholes, etc.

Skills:

Skill Code	Skill Name	Applicability	Skill Description
C1065	Cable Identification	Desired	CORRECTLY IDENTIFIES UNDERGROUND CABLES FROM RECORDS AND UNDERSTANDS THEIR RELATIONSHIP TO EACH OTHER.
C1066	Cable Knowledge	Desired	ABILITY TO SPLICE, MAINTAIN AND PROVIDE NECESSARY SERVICE TO CABLES TO ENSURE UTILIZATION OF THEIR CAPACITY. (INCLUDES ABILITY TO COUNT PAIRS AND RECOGNIZE DIFFERENCE IN TYPES OF CABLES AND KNOWLEDGE OF PATH THROUGH THE NETWORK.)
C1086	Circuitry Knowledge	Desired	UNDERSTANDS THE PRINCIPLES OF TELEPHONE CIRCUITRY IN ORDER TO PROVIDE THE NECESSARY REPAIR OR MAINTENANCE FUNCTIONS. (INCLUDES CIRCUIT CONTROL KNOWLEDGE).
C1117	Communication Terminal	Desired	OPERATION OF COMPUTER EQUIPMENT CONNECTED TO MAINFRAME OR MINI OR WORK STATION COMPUTERS.
C1148	Coordination	Desired	INTERFACE BETWEEN SEVERAL CONTACTS WITHIN AN ORGANIZATION, BETWEEN A VARIETY

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			OF OTHER DEPARTMENTS AND/OR EXTERNAL ORGANIZATIONS TO TRACK AND AND ENSURE COMPLETION OF A TASK PROJECT; MAY INCLUDE COORDINATION OF WORKLOAD ASSIGNMENTS FOR OTHER EMPLOYEES.
C1162	Customer Contact	Desired	ABILITY TO HANDLE QUESTIONS AND CLEAR CUSTOMER (INTERNAL AND EXTERNAL) PROBLEMS AND ENSURE COMMITMENTS TO CUSTOMERS ARE MET BY RESOLVING PROBLEMS AND PROVIDING SERVICES.
C1205	Diagrams/Schematics Knowledge	Desired	READS AND INTERPRETS SCHEMATIC DIAGRAMS, CIRCUIT DIAGRAMS, SERVICE ORDERS, TROUBLE TICKETS, SYSTEM APPLICATION DIAGRAMS AND/OR CIRCUIT DESIGNS.
C1239	Equipment Testing Knowledge	Desired	UNDERSTANDS THE PROCEDURES FOR TESTING OF TELEPHONE EQUIPMENT AND CAN USE THESE PROCEDURES TO CARRY OUT THE NECESSARY CHECKS.
C1250	Facilities System Knowledge	Desired	UNDERSTANDS THE FACILITIES SYSTEM FUNCTIONS TO THE EXTENT THAT TESTING, REPAIR OR MAINTENANCE IS POSSIBLE.
C1253	Facility - Design/Implementation	Desired	KNOWLEDGE OF FACILITY DESIGN AND INSTALLATION REQUIREMENTS
C1259	Fiber Optics Knowledge	Desired	EXPERIENCE IN FIBER OPTIC SPLICING AND TESTING PROCEDURES.
C1308	Installation And Repair - Digital	Desired	INSTALLATION, MAINTENANCE AND REPAIR OF DIGITAL MULTIPLEX EQUIPMENT, SUCH AS DDM10000, DACS 11, GRANGER, ETC.
C1312	Installation Knowledge	Desired	UNDERSTANDS THE PROCEDURES REQUIRED TO INSTALL, REARRANGE AND/OR REMOVE COMPLEX TELEPHONE EQUIPMENT.
C1338	Ladder Safety Knowledge	Desired	UNDERSTANDS AND FOLLOWS LADDER SAFETY PROCEDURES.
C1387	Maintenance - Distribution Frame	Desired	WIRE AND REMOVE JUMPERS ON DISTRIBUTION FRAME.
C1775	Pole Climbing - Stepped	Desired	ABILITY TO CLIMB STEPPED POLES
C1776	Pole Climbing - Unstepped	Desired	ABILITY TO CLIMB UNSTEPPED POLES
C1535	Problem Resolution	Desired	ANALYZING, EVALUATING AND TRACKING SYSTEM PROBLEMS/TROUBLES AND EQUIPMENT FAILURES UTILIZING KNOWLEDGE AND SKILLS TO AFFECT THE FINAL RESOLUTION.
C1579	Record Keeping	Desired	EFFECTIVELY CREATES AND MAINTAINS RECORDS AND KEEPS ACCURATE RECORDS CONCERNING AREA OF RESPONSIBILITY.
C1588	Report Generation	Desired	THE PRODUCTION OF PRINTED REPORTS IN A STANDARD FORMAT AND ON A SPECIFIED SCHEDULE, GENERALLY VIA A COMPUTER TERMINAL; MAY INVOLVE THE USE OF SPECIAL COMPUTER SOFTWARE.
C1602	Safety Awareness	Desired	KNOWS AND FOLLOWS COMPANY POLICY AND PROCEDURES REGARDING SAFETY. MAINTAINS

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C1611	Schematic Drawings	Desired	<p>APPROPRIATE LEVEL OF CAUTION WHEN WORKING, LIFTING, OR HANDLING POTENTIALLY HAZARDOUS EQUIPMENT OR MATERIALS. ABILITY TO READ AND INTERPRET COMPLEX DRAWINGS AND PRIORITIZE TASKS TO BE DONE. PERFORMING TESTING AND TROUBLESHOOTING OF ELECTRICAL AND ELECTRONIC CIRCUITRY. UNDERSTANDS AND CAN PERFORM THE VARIOUS TESTS ASSOCIATED WITH MAINTENANCE REPAIR AND/OR INSTALLATION, E.G., MECHANIZED LOOP TESTING (MLT), MAIN DISTRIBUTING FRAME (MDF) IN OR OUT TESTS, VDAS, TMS, AND PM TESTS.</p> <p>REMOVE INSULATION AND POSITION WIRE, ASSEMBLE LUGS AND TERMINALS, WRAPPING, MECHANICAL ATTACHING, SOLDERING AND DRESSING WIRES, CABLE AND ELECTRICAL CONDUCTORS IN APPARATUS AND EQUIPMENT TO COMPLETE CIRCUITS ACCORDING TO MODELS, DRAWINGS AND DIAGRAMS.</p>
C1673	Testing	Desired	
C1674	Testing Procedures Knowledge	Desired	
C1732	Wiring	Desired	

License/Certificates:

Skill Code	Skill Name	Applicability	Skill Description
C3071	Medical Examination Certificate	May be Required	Valid Medical Examination Certificate.
C3068	Motor Vehicle License	May be Required	Possess valid driver's license

Performance/Attendance

Satisfactory performance and attendance in present job.

REASONABLE ACCOMMODATIONS

Reasonable accommodations will be made for qualified candidates with disabilities. Essential job functions are identified for specific jobs on job requisition forms.

-----End of Report-----