



# Job Brief

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**Job Title Code:** 14004610

**Job Title:** Services 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. Reviews and interprets service orders, trouble reports, circuit diagrams, work prints and follows standard practice.
3. Keeps detailed record of work activity.
4. Receives work assignments from the supervisor or other designated employee and/or through the use of a computer access terminal.
5. Installs, rearranges, and removes telephone equipment and associated plant including wiring and cabling associated with services such as non-design watts, ISDN, ESSX, etc.
6. Uses computer access terminal equipment in some assignments to communicate with on-line data bases for testing, receiving and closing work assignments.
7. Uses test equipment to send and receive signals on gain devices.
8. Repairs, adjusts, cleans, or replaces faulty telephone equipment.
9. Contacts appropriate center or other designated organizations during tour for other assignments.
10. Tests facilities and equipment on which trouble has been reported.
11. Coordinates testing of customer lines and equipment with tester or other designated employee; changes out Subscriber Line Carrier channel units as required.
12. Uses electrical instruments to locate and mark below ground facilities.
13. Uses cable plats and test equipment to isolate conductor faults.
14. Analyzes trouble conditions and determines work to be done.
15. Works in attics, basements, crawl spaces and other similar places.
16. Works outside in all kinds of weather.
17. Climbs poles, ladders, and works aloft with small tools.
18. Follows established safety 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.
19. Lifts and moves loads up to 120 pounds.
20. Drives Company vehicle.
21. Works with fiber optic cable from the distribution terminal to the customer premises, color coded and tone identified wires in the connection of wires and cables to other telephone equipment, and in connecting cable pairs together.
22. Splices and tests non-pressurized cables in aerial, underground, buried, building configurations, multiple conductor cable, coaxial cable and also fiber optic cable from the distribution terminal to the customer premises. Performs tap in energizing count.
23. Identifies conductors in adjoining cable sections, according to diagrams and specifications by means of test signal identified wires or fiber optic test equipment.
24. Closes splices by enclosing with bolted on waterproof case, thermally applied shrinkable sleeving.
25. Repairs, rearranges (cable throws, etc), routines and maintains cable plant, fiber optic plant and channel cards associated with the digital loop carrier equipment or the distribution terminals.
26. Uses test equipment to isolate conductor faults or identify defective or broken fibers drops.
27. Turns up, routines, troubleshoots and maintains digital carrier equipment channel cards and maintains lightwave and metallic terminals.
28. Uses electrical instruments such as Cable Locators, Resistance Fault Locators, and Open Fault Locators to verify and

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determine defects in the cable, conductors and wire. Also uses span measuring test sets and signal generators to verify and determine defective carrier equipment in subscriber/digital carrier systems.

### Tests:

#### Test Name

Technical Mechanical Test-III (TMT III)

#### Applicability

Required

[VIEW TEST GUIDES](#)

### Physical Requirements:

- May be required to meet DOT rules and regulations including DOT certifications.
- Ability to perceive differences in wire and cable colors and audible tones.
- Climbs poles, ladders, and works aloft with small tools.
- Lifts and moves loads up to 120 pounds.

### Specifics:

- Work various scheduled tours including day, evening, night and split tours covering Sunday through Saturday with overtime and holiday work as required. Tour length will be 8 hours.
- Satisfactory background investigation.
- Valid driver's license and ability to drive vehicle with manual shift in some assignments.

### 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

### Environment:

Work in attics, basements, crawl spaces and other similar places; work outside in all kinds of weather.

### Skills:

Skill Code	Skill Name	Applicability	Skill Description
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.)
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 OF OTHER DEPARTMENTS AND/OR EXTERNAL ORGANIZATIONS TO TRACK AND AND ENSURE

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C1162	Customer Contact	Desired	COMPLETION OF A TASK PROJECT; MAY INCLUDE COORDINATION OF WORKLOAD ASSIGNMENTS FOR OTHER EMPLOYEES.
C1205	Diagrams/Schematics Knowledge	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.
C1741	Equipment Maintenance	Desired	READS AND INTERPRETS SCHEMATIC DIAGRAMS, CIRCUIT DIAGRAMS, SERVICE ORDERS, TROUBLE TICKETS, SYSTEM APPLICATION DIAGRAMS AND/OR CIRCUIT DESIGNS.
C1239	Equipment Testing Knowledge	Desired	APPROPRIATELY CARES FOR THE VARIOUS PIECES OF EQUIPMENT THROUGH NECESSARY LUBRICATION, CLEANING, ADJUSTING, ETC.
C1250	Facilities System Knowledge	Desired	UNDERSTANDS THE PROCEDURES FOR TESTING OF TELEPHONE EQUIPMENT AND CAN USE THESE PROCEDURES TO CARRY OUT THE NECESSARY CHECKS.
C1259	Fiber Optics Knowledge	Desired	UNDERSTANDS THE FACILITIES SYSTEM FUNCTIONS TO THE EXTENT THAT TESTING, REPAIR OR MAINTENANCE IS POSSIBLE.
C1311	Installation And Repair-UG Cable	Desired	EXPERIENCE IN FIBER OPTIC SPLICING AND TESTING PROCEDURES.
C1312	Installation Knowledge	Desired	INSTALLATION AND MAINTENANCE OF CABLE IN UNDERGROUND CONDUIT RATHER THAN BURIED CABLE; FOLLOW REQUIRED SAFETY PROCEDURES, READS VARIOUS DRAWINGS, AS-BUILTS AND PLOT PLANS.
C1775	Pole Climbing - Stepped	Desired	UNDERSTANDS THE PROCEDURES REQUIRED TO INSTALL, REARRANGE AND/OR REMOVE COMPLEX TELEPHONE EQUIPMENT.
C1535	Problem Resolution	Desired	ABILITY TO CLIMB STEPPED POLES
C1579	Record Keeping	Desired	ANALYZING, EVALUATING AND TRACKING SYSTEM PROBLEMS/TROUBLES AND EQUIPMENT FAILURES UTILIZING KNOWLEDGE AND SKILLS TO AFFECT THE FINAL RESOLUTION.
C1602	Safety Awareness	Desired	EFFECTIVELY CREATES AND MAINTAINS RECORDS AND KEEPS ACCURATE RECORDS CONCERNING AREA OF RESPONSIBILITY.
C1673	Testing	Desired	KNOWS AND FOLLOWS COMPANY POLICY AND PROCEDURES REGARDING SAFETY. MAINTAINS APPROPRIATE LEVEL OF CAUTION WHEN WORKING, LIFTING, OR HANDLING POTENTIALLY HAZARDOUS EQUIPMENT OR MATERIALS.
			PERFORMING TESTING AND TROUBLESHOOTING OF ELECTRICAL AND ELECTRONIC CIRCUITRY.

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## License/Certificates:

<b>Skill Code</b>	<b>Skill Name</b>	<b>Applicability</b>	<b>Skill Description</b>
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-----