



Telecom Technician

Overview:

CL Tel is a fifth-generation family business that helps people lead fulfilled lives and impact the world for good. Our team is working together to achieve our goal of serving 10,000 Internet customers by 2033. We are local experts that deliver reliable Fiber Internet and other telecommunications services to Main Street, Iowa. We exist to enable our customers to do what they do best and to live their best lives.

You will love it here if you value:

- Customer Empathy
- Allergic to Mediocrity
- The Golden Rule

At CL Tel, connecting people is more than providing top-notch telecom and Internet services. It's about building relationships, understanding our customers' needs, and positively impacting the community we serve.

We are seeking a full time Telecom Technician to join our team to help us continue to deliver a robust, secure, and reliable customer experience.

As a full-time Telecom Technician, you will work with state-of-the-art technology used to deliver Internet, TV, and Phone services to our local subscribers. You will help deploy and maintain fiber to the premise and work with the latest in consumer premise equipment. Your work within our network will play a pivotal role in delivering our premium broadband experience. This position requires attention to detail, problem-solving skills, excellent communication skills, the ability to work within a small team, and the desire to deliver outstanding service to our customers.

If the following sound like things you understand, want, and have the capacity to do, you'll enjoy coming to work every day:

- Installing and repairing Internet, TV, Phone, and Hosted VoIP services
- Fiber Optic Networking
- IT Infrastructure

We train our team to help them succeed, and everyone contributes to our success. In your role, you'll be accountable for the following each week:

- Internet, TV, and Phone service installations
- Vehicle safety inspections
- Solving customer service issues

- Updating records
- Supporting Installation Team projects

If you want to serve others, learn, and work on an advanced network, you'll be recognized and rewarded.

We are a company that runs on EOS, the Entrepreneurial Operating System. As a member of this team, you will have a leader who:

- Gives clear directions.
- Makes sure you have the necessary tools.
- Acts with the greater good in mind
- Delegates appropriately
- Takes time to truly understand their role and how they can help the company.
- Makes their expectations clear.
- Communicates well.
- Has effective meetings
- Meets one on one with you quarterly or more often if needed.
- Rewards and recognizes your performance.

JOB DESCRIPTION

Position: Telecom Technician
Department: Plant

Position Purpose:

The Telecom Technician is responsible for all types of installation or repair work on broadband equipment on both fiber and copper facilities, at the direction of the Plant Installation Supervisor. This includes installation and repair on residential and business equipment and lines, broadband Internet and Wi-Fi, digital video, Local Area Networks, hosted services, security services and others.

Principal Responsibilities:

*Strives for providing outstanding customer service in all interactions.

*Informs and educates customer on installation or maintenance performed plus other products or service promotions.

*Makes all types of single-line telephone, video, and high-speed data installations, including identifying correct cable pair in pedestal or on terminal block, installing and properly grounding drop; installing inside wiring, filters, video gateways and modems; installs and activates Fiber Optic ONT's, runs fiber jumpers in the wire centers, installs concealed wiring, plugs, jacks and extension bells; connects and configures PCs to high-speed Internet connections. Installs business and residential services provided via fiber optics. Installs and activates ONT and makes required voice, data and Video connections.

*Locates trouble in single-line telephone, video, and high-speed data installations and repair or replaces faults.

*Verify optical levels and records proper readings; uses test sets and interprets readings in the location of line trouble; localized line trouble, determines necessary repairs. Checks data speeds and records for future reference. Troubleshoots fiber connections including Central Office GPON or active ports, jumpers and ONTs.

*Utilizes industry standard color-code; installs and properly arranges inside wiring cable in key system terminal blocks. Properly identifies optical fibers in wire centers, makes optical tests on fiber utilizing various optical test equipment.

*Installs and maintains multi-line key systems, PBXs and associated equipment, paging and intercom systems.

*Installs and maintains data equipment and modems, four-wire circuits and associated equipment.

*Repairs all trouble to cable plant, drop wire, station wiring, video set top boxes, modems, and telephones; works with central office personnel to diagnose and repair trouble in carrier systems, copper and Fiber Optic cables, and related equipment.

*Complies with all industry standards, safety rules and regulations and company policies.

*Installs and maintains equipment for diversified CL Tel services, such as digital TV, security and other services.

*Coordinates with accounting, commercial, and other departments on service installations and changes to update billing and other company records.

*Installs or assists central office staff as needed.

Personnel Specifications:

Education/Experience:

Experience in telecommunications plant operations preferred, with a willingness to learn new technologies for installation and repair of data, voice and video services and home networking required. High school diploma required. Technical electronics training or degree preferred.

Job Knowledge:

Understanding of basic electronics, digital technology, Internet Protocol (IP), home networking, Fiber to the Home and preventative maintenance procedures.

Knowledge of test equipment, switching equipment, electronic equipment and all types of copper and fiber optic cable.

Familiarity with cable records, staking sheets, specifications and circuit diagrams including GPON and FTTH distribution.

Knowledge of computer operating systems, hardware and peripheral equipment.

Knowledge of LAN/WAN design.

Skill in operating personal computer/laptop, smart phone and a working knowledge of Windows Office.

Skill in operating service equipment including various hand tools and testing equipment.

Physical Job Requirements and Working Conditions:

Must be able to perform physical work exerting up to 50 pounds of force occasionally and up to 20 pounds of force constantly to move objects. Must be able to work while standing 50-70% of the work day. Must be able to lift, handle and carry a 70-pound, 24-foot extension ladder. Position requires climbing, stooping, crouching, reaching, walking, pulling, fingering, feeling, hearing, balancing, kneeling, crawling, standing, pushing, lifting and grasping. Must have good visual perception and have the ability to match or detect differences between colors, including shades of color and brightness. Must be able to work at heights of 3-24 feet. Must weigh less than 275 pounds for ladder safety. Possibly work in small confined spaces. Be able to operate various types of equipment. Must have excellent communication and interpersonal skills. This work is performed under both inside and outside environmental conditions with occasional exposure to extreme cold and heat, noise and atmospheric conditions. Must have above-average hearing abilities.

Other Job Requirements:

Must possess a valid state driver's license and have a clean driving record.

Related Skills:

Pay close attention to detail and work schedules.

Ability to communicate technical and product information to customers who have a wide spectrum of technical knowledge.

Ability to work independently and make sound technical decisions using information at hand.

Accept responsibility to respond to irregular working hours and operate under stressful and pressure conditions in an efficient manner.

Work effectively with customers, the general public and team members.

Position Relationships:

Reports to Plant Installation Supervisor.

Internal:

Works closely with plant installation supervisor on status and quality of installation and service projects and collaboratively with CL Tel team.

External:

Work professionally and helpfully with customers and as a representative of CL Tel to the general public.

All CL Tel job descriptions are to be used as general guidelines for each job and are subject to periodic review and change as warranted. 10-11-24