

SWITCHING EQUIPMENT TECHNICIAN

DUTIES AND RESPONSIBILITIES:

- Install and perform limited maintenance of various types of central office equipment.
- Perform simplex translations on digital switches.
- Install and turn-up special access circuits including Ethernet, T-1, T-3 xDSL, Analog, sub-rate digital, etc.
- Maintain DC power plant batteries, chargers, UPS, and inverters.
- Support the SS7 network.
- Install and maintain switching, transmission, and power equipment.
- Install and maintain IPTV equipment, and misc Network Equipment (Ethernet Switches, Routers and Servers).
- Maintain and install digital loop carrier.
- Maintain and install ASYNC and SONET transport.
- Maintain and Monitor DWDM transport.
- Resolve customer reported Internet trouble that the help desk cannot resolve, and document all Internet trouble calls.
- Work with field technicians to troubleshoot and resolve connectivity issues for customers.
- Interact with customers and potential customers. Promote and sell new and existing product offerings to maintain and improve the public image and competitiveness of the Corporation.
- Develop and deliver Internet training courses for company personnel and customers.
- Develop instructional material to aid customers in the setup of computers on the GRM network.
- Become knowledgeable on a variety of Internet equipment.
- Input trouble tickets and dispatch trouble to technicians.
- Process service orders for special circuits (redesign, drawings, and completion).
- Answer telephone calls for and provide assistance to the Director of Outside Plant, the Network Supervisor, and/or the Network Administrator.
- Increase job knowledge by supporting Network Technicians I, II, and III with their duties.
- Report and perform work as directed by the Network Supervisor and/or the Network Administrator in a safe and timely manner.
- Maintain a positive attitude, good attendance and appearance, and be able to travel. Overnight stays may occur.
- Communicate with the public and fellow employees in a pleasant and business-like manner in person, by telephone, and by email.
- Practice good housekeeping habits at work.
- Work overtime when required. Will be required to work some Saturdays, nights, and/or evenings. Overtime and callback work will be necessary on occasion.
- Attend training classes when necessary.
- Work in temperature extremes.
- Drive a company vehicle daily.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Highly motivated and driven to provide exceptional customer service.
- Sales-minded with knowledge of and ability to market available goods and services.
- Display respect and maintain a good reputation in the community.
- Ability to work independently in a high call phone environment and in stressful situations.
- Ability to handle upset customers while displaying patience and understanding.

- Possess good verbal and written communication and self-motivation skills.
- Possess knowledge of various operating systems.
- Possess knowledge of Internet protocols and services, and TCP/IP configurations.
- Possess knowledge of data networking and broadband Internet services.
- Maintain a level of knowledge that would allow a timely installation and maintenance of systems, to adequately perform job duties in a timely and efficient manner.
- Understand and display proficiency with personal and laptop computers, basic keyboard, Windows operating systems, and Microsoft Office Suite software.
- Understand AC/DC power, electricity, and electronics.
- Have a valid Class E driver license in MO or a Class C non-commercial operator license in IA.
- Have finger/hand dexterity.
- Be able to stand, walk, stoop, sit, climb, bend, grasp, work above head, and lift and carry up to 70 pounds.
- Have finger/hand dexterity, normal/corrected eyesight and ability to distinguish color.

EXPERIENCE AND EDUCATION

- High school diploma or GED required.
- Two year technical college degree, five years military technical training, or equivalent telephone experience in switching, transmission, power, internet, networking, etc. strongly preferred.