

**City of Sallisaw  
Job Description**

**Job Title: Field Technician - Telecommunications**

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**Exempt (Y/N):** No  
**Date:** August 2004

**Department:** Telecommunications  
**Reports To:** Telecommunications Supt.

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**SUMMARY**

This position performs service installations, operations, configurations and maintenance of the telecommunications fiber optic system and services.

**\*\* This job is classified as a "safety sensitive" position, therefore an employee in this position is subject to random drug and/or alcohol testing.**

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include, but are not limited to, the following:

1. Installs, reconnects, adds, changes and troubleshoots video, high-speed Internet and telephone services at customer locations and network.
2. Resolves customer complaints and educates customers regarding their existing and new services; informs them about other services, and proposes solutions to customer problems.
3. Describes the advantages of and sells additional services to customers.
4. Drives company vehicle between office, warehouse, and work sites.
5. Works on network both outside and within a customer's home or business location.
6. Works regularly scheduled days, as well as unscheduled days, and beyond regular work hours, as required.
7. Completes work orders and other documentation on paper or by using a truck-mounted or mobile computer.
8. Uses small hand tools, power tools, meters, and other test equipment.
9. Educates customers in the use of installed products. Explains waivers, agreements, customer release forms, charges and billing procedures.
10. Plans daily routes, requisitions equipment and supplies, and stocks vehicle; maintains vehicle.
11. Assists in troubleshooting fiber drops and fiber trunk lines.
12. Installs telephone lines to all phones at customer locations.
13. Installs coaxial cabling to all TV's and connects customer's equipment to system, as required.
14. Installs Cat. 5 cabling to all computers at customer locations.
15. Installs routers when necessary.
16. Performs preventative maintenance as needed.
17. Participates in emergency fiber restorations, including fiber preparation, fusion splicing or mechanical splicing.

18. Participates in standby duties on a periodic basis.
19. Responsible for optical splicing, optical cable locates and troubleshooting of a variety of optical and RF cable faults both aerial and underground.
20. Performs tests on optical and RF cabling with appropriate test equipment, such as, but not limited to, OTDR's, Field Strength Meters, and Power Meters.
21. Must be able to climb poles, ladders, towers and works in confined spaces in all types of conditions.
22. Must be able to work under minimum supervision.
23. Appear for scheduled work with regular, reliable, and punctual attendance.
24. Performs other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

None

### **QUALIFICATIONS**

High school degree or GED equivalent is required; Valid Oklahoma state driver's license, with driving record suitable to the City's insurance carrier. Field service experience with cable, telecommunications, and computers desirable; Skill in using a Windows-based PC.

Must be willing to work various shifts, including weekends and nights, and be available for call out. Requires strong mechanical aptitude. Must have excellent interpersonal skills, including the ability to have a pleasant, courteous, and business like appearance and approach in dealing with customers.

### **EDUCATION AND EXPERIENCE**

Position requires a high school diploma or GED equivalent. Two years of working in a telecommunications or electronic related field.

### **LANGUAGE SKILLS**

Ability to: Read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations; ability to write reports, business correspondence, and procedure manuals; ability to communicate clearly and concisely, orally and in writing; ability to respond to questions from employees, clients, customers and the general public. Must be able to maintain a cooperative working relationship with other departments and personnel of the city.

### **MATHEMATICAL SKILLS**

Ability to: Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rates, ratios, and percentages.

### **REASONING ABILITY**

Ability to: Define problems, collect data, establish facts, and draw valid conclusions

**PHYSICAL DEMANDS**

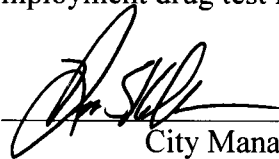
Works under pressure and potentially stressful situations; climbs utility poles, towers and ladders. Must be able to distinguish between colors typically associated with fiber optic systems; finger dexterity in working with small fibers and hand tools; minimum 20/20 vision or 20/20 corrected vision required. Position requires ability to lift up to 75 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT**

Position requires the ability to work in an outside environment in all types of conditions; works in a headend type facility surrounded by various types of electronics. Must be able to travel to different sites and locations. The noise level in the work environment is usually moderate.

\*\* A pre-employment drug test is required.

Approved:  \_\_\_\_\_ Date: 3/2/2022 \_\_\_\_\_  
City Manager

Date Modified: 02/21/2020; 03/02/2022