

**City of Sallisaw  
Job Description**

**Job Title: Systems Technician**

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

**Department:** Telecommunications  
**Reports To:** Telecommunications Superintendent

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**SUMMARY**

Position assists in the installation, operation, configuration and maintenance of the telecommunications fiber optic system and services. Assists the Telecommunications Superintendent in the operation of the headend facility and the fiber telecommunications network.

**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 on 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 route, requisitions equipment and supplies, and stocks vehicle; maintains vehicle.
11. Installs and troubleshoots 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 all of customer's equipment to system as required.
14. Installs Cat. 5 cabling to all computers at customers 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 and work in confined spaces in all types of conditions.
22. Performs other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

Under the direction of the Telecommunications Superintendent, position will be responsible for the scheduling and directing of department field technicians.

### **QUALIFICATIONS**

High School diploma or GED equivalent required. Trade or technical school education is highly desirable. Must possess a valid Oklahoma driver's license and have driving record suitable for the City's insurance. Field service experience with cable, telecommunications, and computers desirable. Post high school education is a plus. Skill in using a Windows-based PC a plus.

Must be willing to work various shifts, including weekends and nights and be available for call outs after hours. 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. Associates Degree preferred. Minimum 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 and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to communicate clearly and concisely, orally and in writing. Ability to effectively respond to questions from employees, clients, customers and 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.

