

CITY OF EL RENO

OCCUPATIONAL TITLE:	Customer Service Technician - Broadband
DEPARTMENT:	Broadband
SUPERVISION:	This position is under the supervision of the Technology Services Director
EEO CLASS:	Telecommunications Equipment Installers and Repairers, Except Line Installers (EEO-1 7020)
FLSA STATUS:	Non-Exempt
EMPLOYMENT STATUS:	Full-Time (Perm & Temp)
GRADE:	A, B, and C

PURPOSE OF POSITION: This is a non-exempt staff position in the Broadband Department that exists to assist in the service installations, operations, configurations and maintenance of the telecommunications fiber optic system and services.

The work is performed under the general direction of the Technology Services Director, with field oversight by the Outside Plant Manager who reviews the work through evaluation of reports and results, analysis of complaints, and personal conferences. This position requires a flexible schedule and occasional travel.

SUMMARY OF ESSENTIAL FUNCTIONS AND DUTIES:

(The items listed below are not intended to be a complete listing of all essential functions and duties of this position.)

- Assists in installs, reconnects, adds, changes and troubleshoots high-speed Internet services at customer locations and network.
- Drives company vehicle between office, warehouse, and work sites.
- Works on network both outside and within a customer's home or business location.
- Works regularly scheduled days, as well as unscheduled days, and beyond regular work hours, as required.
- Completes work orders and other documentation on paper, on a desktop computer, a handheld device, or by using a truck-mounted or mobile computer.
- Uses small hand tools, power tools, meters, and other test equipment.
- Plans daily routes, requisitions equipment and supplies, and stocks vehicle; maintains vehicle.
- Assists in troubleshooting fiber drops and fiber trunk lines.
- Installs cabling and connects customer's equipment to system, as required.
- Installs routers and related equipment when necessary.
- Performs preventative maintenance as needed.
- Participates in emergency fiber restorations, including fiber preparation, fusion splicing or mechanical splicing.
- Participates in standby duties on a periodic basis.
- Assists in fiber system design and engineering.

- Assists in tests on optical and other cabling with appropriate test equipment, such as, but not limited to, OTDR's, Field Strength Meters, and Power Meters.
- Must be able to climb poles, ladders, towers and work in confined spaces in all types of conditions.
- Responds to alarms and emergency repairs.
- Performs maintenance on equipment.
- Keeps worksites in a clean manner.
- Must be able to work under minimum supervision.
- Performs other duties as assigned.
- Conducts various special projects as assigned by the Technology Services Director, Assistant City Manager, and/or the City Manager.
- Maintains reliable attendance on a regular schedule that includes occasional unscheduled hours and also periodic standby and on-call duties.
- Demonstrates consistent professional attitude, superior seamless customer service, unwavering integrity, ability to maintain confidentiality, and commitment to innovation, efficiency, and fiscally responsible activity.
- Be available to assist with emergency operations in accordance with the Employee Handbook and appropriate emergency operations plans.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

- High school degree or GED equivalent is desirable.
- Field experience with cable, telecommunications, and computers is desirable.
- Ability to establish and maintain effective working relationships and communications with coworkers, state, public officials, general public and outside agency representatives.
- Ability to work independently, under pressure and maintain confidentiality.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Produce written documents in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Learn job-related material primarily through oral instruction and observation which takes place mainly in an on-the-job training setting.
- Perform arithmetic calculations (adding, subtracting, multiplying, dividing, using percentages, averages and statistics) rapidly and accurately.
- Knowledge of departmental policies & procedures.
- Ability to work independently without supervision.
- Ability to express ideas and communicate clearly and concisely, both orally and in writing.
- Ability to understand and follow oral and written instructions and undertake responsibilities with some initiative and judgment.
- Must be flexible and possess the ability to execute given competing deadlines/interest.

- Possess superior time management skills and be detail-oriented with strong organizational skills.
- Must possess, or be able to obtain, a valid Oklahoma drivers' license and a driving record that meets or exceeds the City of El Reno's driving standards.
- Set a positive example, position is one of very high integrity.
- Willingness to perform assigned responsibilities as well as new and changing duties, with an attitude of complete cooperation and an inclination to personally identify with the Department's goals, objectives and responsibilities.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

- Must be able to work from City Hall, other city facilities, and in the field during business hours, typically Monday through Friday 8:00 am to 5:00 pm.
- Must be available to respond to emergency calls outside of typical business hours.
- Some exposure to disgruntled citizens, must be able to handle tactfully.
- Some work to be performed indoors, subject to sitting, standing, walking, and using the telephone and computer for extended periods of time.
- Significant work in the field subject to, but not limited to:
 - exposure to extreme temperatures, rain, snow etc.;
 - walking/hiking in outdoor environments for extended distances and walking through construction sites;
 - wearing required safety gear including safety glasses, hard hat, ear protection, and reflective vest;
 - climbing utility poles, towers and ladders;
 - working and climbing through attics, crawl spaces, and other awkward locations within homes and other buildings;
 - drilling holes through floors, walls and ceilings;
 - pulling fiber optic and other cabling;
 - installing brackets; and
 - trenching/plowing duct and/or cabling.
- Must be able to distinguish between colors typically associated with fiber optic systems.
- Finger dexterity in working with small fibers and hand tools.
- Ability to lift and carry up to 100 pounds.
- Ability to stop, bend, crouch, kneel, twist, reach above and below shoulders.
- Subject to typical business office environment where noise level is moderate. Sharing of office equipment such as copier, fax machine, printer, etc. is normal.
- Subject to working in a confined area in close proximity to others or in large open area, with frequent interruptions.
- Frequently sit and talk or hear, walk and use hands and fingers, handle or operate objects, tools or controls; reach with hands and arms.
- High degree of concentration required to fulfill essential job duties.
- Minimum 20/20 vision or 20/20 corrected vision required.

- Vision required to read and review written correspondence, reports, statistical and technical information, computer screen, etc.
- Subject to continuous exposure to light and glare from computer terminal.
- Must be willing to be available and/or on-call during non-working hours when presence is required due to safety procedures or emergencies.
- Must have a professional appearance and demeanor; and convey a professional and positive image and attitude regarding the City.

WORK SCHEDULE:

May require extended work hours depending on department needs including: night, weekend and holidays.

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in these specifications. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA).

I understand and agree that my employment is at will only and for no term of definite duration. I also understand and agree that either the City of El Reno or I may terminate my employment relationship at any time.

Employee

Date

The City of El Reno, Oklahoma, is an Equal Opportunity Employer