

**PIERCE PEPIN COOPERATIVE SERVICES
ELLSWORTH, WISCONSIN**

POSITION DESCRIPTION

FIBER TECHNICIAN

DEPARTMENT: Operations

STATUS: Full-Time Hourly Non-Exempt

I. POSITION SUMMARY

This position serves customers by performing maintenance, installation, and deployment of outside fiber plant. The Fiber Technician may perform installations inside the customer premises. The Fiber Technician is required to troubleshoot and restore service outages and respond to service calls. Fiber Technicians monitor, maintain, and restore health of all outside plant, network access equipment, and customer premise devices. This position may also perform activities related to easements, warehousing of materials, fiber route planning, fiber staking, and performing back-office functions to support field activities during periods of downtime. This position ensures work is completed in a safe, economical, and efficient manner. This position will require flexible scheduling and on-call rotations, including weekends.

II. REPORTING RELATIONSHIPS

- A. Reports to: Chief Operating Officer
- B. Additional Reporting to: Broadband Manager, VP Electric Operations

III. MAJOR RESPONSIBILITIES

A. Essential Functions

1. Coordinates scheduling of fiber drop construction, fiber premise installation, and other service orders and maintains communication with installers, technician, and contractors regarding schedules, changes, and job prioritization.
2. Performs fiber drop construction, fiber premise installation, and fiber system maintenance activities related to fiber broadband business.
3. Pre-provision and provision ONT's based on customer orders, issues, and subsequent changes to service.
4. Complete installation of equipment in subscriber's homes and train subscriber to use installed equipment.
5. Ensure fiber service drops and other service orders are completed in a timely manner.
6. Identifies opportunities for process improvements, work with other team members to develop and implement best practices and new growth opportunities.

7. Respond in a friendly and courteous manner to all service requests.
8. Ensures accuracy of Work Order / Service Order workflow.
9. Investigate, recommend, and complete effective solutions to customer issues with communication as needed. Address customer complaints, ensure response is prompt, courteous and helpful as complaints are resolved.
10. Find and perform maintenance on fiber lines as requested during outages.
11. Become proficient in the applications, software, hardware, and other tools used in the Cooperative's business.
11. Assure the trucks, tools, and assigned equipment are in good working condition and used safely at all times.
12. Complete cooperative records, forms, reports and other paperwork related to work performed accurately and in a timely manner.
13. Learn and follow all Cooperative policies, rules, member procedures and safety procedures. Ask questions of supervisor or other designated employees when a question or a situation comes up which technician is not trained or authorized to handle.
14. Cooperate with employees, supervisors, and members in maintaining positive working and member relationships.

The **Fiber Technician** shall be required to perform any other duties assigned to fulfill the objectives of the Cooperative.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities of personnel so classified.

IV. EXTERNAL RELATIONSHIPS

- A. Customers: Works with customers to answer their questions and meet their product and service expectations.
- B. This position works with other technicians, office staff, electricians, and vendors/suppliers to exchange information, complete records, obtain parts and equipment, etc.

POSITION SPECIFICATIONS

FIBER TECHNICIAN

Job Knowledge, Training and Experience:

1. Education: High school diploma or equivalent; Preference is technical certificate or other prior on-the-job training is preferred.

2. Experience: Three + years of practical experience in telecommunication or utility construction, customer premise device installation, network access equipment installation, and network troubleshooting preferred. Must have and be able to maintain a valid driver's license. Must possess or obtain a valid First Aid/CPR certification. Computer knowledge/experience is desired. Preference: qualification to work in Power Space – Electric Distribution.

Equipment Operated: Position utilizes vehicles, power tools, hand tools, meters, wire strippers, fiber splicing tools, forklift, drills, hand trucks, ladders, other tools, and personal computers.

Abilities and Skills:

- Must possess or acquire knowledge of the communication and fiber distribution system in the service area, such as location of lines, splice points, recovery loops, electronic equipment, etc.
- Must have working knowledge splicing fiber, either through job experience, technical training, or the ability to acquire technical training/certification immediately.
- Must possess or acquire knowledge to read and interpret maps for others.
- Must reside at a reasonable distance from the cooperative headquarters to handle trouble calls.
- Must possess and demonstrate in-depth knowledge of installation, maintenance, and removal of fiber customer premise equipment.
- Must be capable of and must maintain currency on the installation, maintenance, and removal of fiber customer premise equipment.
- Must possess or develop an increasing ability to install, maintain, and remove fiber optic drops from pre-spliced fiber or taps.
- Must possess or develop an increasing ability to install/maintain/remove and splice distribution and backbone fiber.
- Must possess or develop an increasing understanding of all communications and outside plant technologies and associated operations.
- Ability to learn and work with new technologies.
- Must possess strong computer skills and ability to learn new software and computer-related skills.
- Must have proven ability to plan and organize work to meet deadlines, all with a high degree of accuracy and attention to detail.
- Must have strong analytical and critical thinking skills with demonstrated problem-solving abilities. A wide degree of creativity and flexibility is expected.
- Ability to possess knowledge of ANSI, NEC, NESC, and NESA specifications, rules, and standards.
- In addition to the required knowledge, the employee must have the ability to perform the duties of the position in a proper, safe, economical, and workmanlike manner and be able to communicate well with others.

Physical and Mental Effort:

1. Must be able to sit, walk and stand for prolonged periods, up to 8 hours in an eight-hour day, with or without back support.
2. Must be able to perform physical work, frequently lifting up to 50 pounds without assistance and occasionally lifting over 100 pounds.
3. Must be able to communicate effectively on the telephone, email, and in person to provide information and assistance.
4. Must be able to move throughout the buildings, from member to member and drive throughout the service area. Must be able to work in a confined area.

5. Must be able to reach in all directions, climb ladders and bend/stoop/crawl to store and retrieve items and use equipment, often involving an awkward position.
6. Must have dexterity and hand/eye coordination necessary to operate vehicles, hand tools and other related equipment.
7. Hearing activity requires the ability to participate in numerous conversations throughout the day, both in person and over the telephone.
8. Specific vision abilities include close vision, distance, vision, color vision, depth perception and the ability to adjust focus.
9. Must have the ability to maintain concentration and focus on tasks requiring timeliness and attention to detail.

Working Conditions:

1. Must be able to complete job duties in an environment with some background noise and interruptions, exposure to weather, loud noises. Vibration, moving mechanical parts, electrical shock hazard and toxic/caustic chemical hazard.
2. Must be able to work in a shop environment, member locations and outside with the amount of time varying depending on the time of year and needs of the department.
3. Must be prepared to be available for emergency after-hours situations to provide member service during evenings, weekends, and holidays. Must be able to work a flexible schedule.

Travel: Occasional travel (company vehicle or commercial vehicle) may be required.

After an offer of employment has been made, a physical exam is required which includes both drug and alcohol testing.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are primary to the performance of this job, and other job duties include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Originated: 8/13/2021

Updated 8/2/2024

Pierce Pepin Cooperative Services reserves the right to revise or change the job responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.