

 <b>rainbow</b>	<b>Rainbow Telecommunications Association, Inc.</b> <b>Service Technician I</b> <b>POSITION DESCRIPTION</b>
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*In keeping with our mission to deliver exceptional customer service and to be the preferred provider of communications services in the areas we serve, this position supports the company mission statement by meeting the needs and expectations of the customers and management by ensuring that we can provide quality services that our customers demand*

*This position supports the company's customer service philosophy that distinguishes us from our competition by providing local and personal service while providing a positive and productive work environment, fostering trust, maintaining the highest standards of ethical conduct, and the pursuit of continuous daily improvement.*

**Position Title:** Service Technician I

**Department:** Plant Operations

**Location:** Everest

**Status:** Full Time/ Non-Exempt

**Supervisor Title:** Service Technician III

**Evaluators:** Service Technician III  
Plant Manager

**Input:** Department Managers  
Executive Team  
Technicians  
Customers

**Direct Reports:** N/A

By: Pat Streater Outside Plant Manager Rainbow Telecommunications	Effective Date: 10.20.2020  Review Date: Review Date:
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### **ESSENTIAL RESPONSIBILITIES / JOB TASKS**

- 1.. 45% Completes service orders for installing, upgrading, changing, or removing customer's telephone, data, wireless, security, phone systems, and surveillance service or equipment. Tasks may include installing wiring and jacks; terminating wiring; installing data services; installing external and internal wireless equipment; performing basic networking; programming phone stations; verifying service operation; interacting with the customers; training customers on service operation; climbing on buildings; roofs, and other structures; leaving the work area neat and clean; interacting with customers; completing the necessary paperwork accurately and submitting it in a timely manner; etc. Monitored by the Outside Plant Manager through periodic meetings, review of paperwork, and consideration of feedback from customers.
2. 40% Completes trouble tickets in a timely and effective manner for the purpose of ensuring customer purchased services are restored and working. Tasks may include restoring service; receiving trouble reports; traveling to the work site; assessing the problem; taking corrective action; operating the proper equipment; troubleshooting; performing maintenance, climbing on buildings; roofs, and other structures; interacting with the customers; cleaning up the work site; updating records; closing tickets upon job completion, etc. Monitored by the Outside Plant Manager through periodic meetings, review of reports, and consideration of feedback from managers and customers.
3. 10% Maintains the truck and inventory for the purpose of ensuring the truck continuously works properly and sufficient inventory exists on the truck to complete jobs. Tasks may include performing preventative maintenance checks, completing some of the maintenance items, arranging for other maintenance tasks to be done by others, getting repairs done, maintaining proper records, restocking the truck, etc. Monitored by the Outside Plant Manager through periodic meetings, observations, and review of maintenance logs.
4. 5% Completes other duties as assigned by supervisor.

*(Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.)*

**RESPONSIBILITIES:**

This position requires the ability to participate as a member of a team to complete tasks and engage in problem solving activities. Also, must relate well with others since information has to be obtained on occasion from others. There is internal and external contact at all levels of organizations requiring negotiation, persuasion, and diplomacy with employees. Participation in strategic planning is expected at least annually.

**LATITUDE:**

Most duties are defined and consistent from day to day. Problem solving is accomplished by the performer independently most of the time. Most decisions not affecting other departments can be made independently in accordance with company policy. All purchase requests are referred to the supervisor

**IMPACT OF POSITION:**

Successful completion of essential job tasks ensures efficient use of time and effective completion of job duties. Errors are easily detected would result in minor clerical expense for correction, usually detected in the next phase of operations, and affect internal systems only. Errors may have significant adverse effect on external relationships, have a high probability of loss of customers, could result in liability and affect operating costs.

**CUSTOMER SERVICE/INTERACTION:**

Daily phone, written, and face-to-face interaction with employees throughout the company to perform job functions.

Daily phone, written, and face-to-face interaction with customers.

**ESSENTIAL SKILLS & REQUIREMENTS:**

**EDUCATION:**

Associate's degree in Technology, preferred.

High school diploma, required.

**SKILLS:**

Administrative, Technical, Human Relations, Conceptual, Political, Emotional Intelligence, Decision Making, Problem Solving, Writing, Oral Communication, Phone, Math, Computer, Read Color Code

**EXPERIENCE:**

One to two years telephony, installation repair, communication equipment, preferred

**LICENSE:**

Valid KS driver's license and a good driving record, required.

**EQUIPMENT:**

Locator, repair equipment, test equipment, computer, ladder, safety equipment, multi-line phone system, and general office equipment.

**PHYSICAL:**

Frequent bending, carrying, climbing, lifting up to 60 pounds independently, demonstration of manual dexterity, squatting, twisting, turning, and visualizing of a computer screen, required.

**TRAINING:**

Ongoing training as required by the company.

**WORK CONDITIONS:**

Office environment and field conditions in all types of weather.

**OTHER:**

Frequent travel by vehicle, required.  
Occasional travel by air, required.  
Occasional overnight travel, required.  
Frequent on call, required.  
Occasional overtime, required.

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**EMPLOYEE SIGNATURE:**

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**DATE:**

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**SUPERVISOR SIGNATURE:**

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**DATE:**