

 <b>rainbow</b>	<b>Rainbow Telecommunications Association, Inc.</b> <b>Field 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:** Field Service Technician I

**Department:** Plant Operations

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

**Supervisor Title:** Field Service Manager

**Evaluators:** Field Service Manager

**Input:** Management Team  
Leadership Team  
Technicians  
Customers

**Direct Reports:** N/A

By: Nathan McKee  
Field Service Manager  
Rainbow Telecommunications

Effective Date: 09.01.2022  
Review Date: 03.25.2021  
Review Date:

## **ESSENTIAL RESPONSIBILITIES / JOB TASKS**

- 40% Completes service orders scheduled daily in a timely manner. This includes the installation of new, upgraded existing, or removal of telephone/broadband internet, hosted phone systems, and managed wireless routers. Task may include interacting with customer, installation and termination of service drops, splicing and connectorization of fiber optics, climbing on ladders, buildings, roofs, and other structures, wiring and terminating wall jacks and patch panels, operating the proper installation equipment, provisioning of equipment, performing basic networking, verifying service operations, training customers on service operation, leaving work area neat and clean, and completing the necessary paperwork accurately and submitting it in a timely manner. Monitored by the Field Service Manager through periodic meetings, review of reports, and consideration of feedback from managers and customers.
- 30% Completes trouble tickets in a timely and effective manner. This includes restoring and improving upon impacted customer purchased services such as telephone, broadband internet, hosted phone systems, and managed wireless routers. Tasks may include traveling to the work site, interacting with the customer, assessing the problem, troubleshooting and taking corrective action, repairing or replacing service drops, internal and external wiring, wall jacks, and company equipment. Operating the proper troubleshooting equipment, performing maintenance, climbing ladders, buildings, roof, and other structures. Cleaning up the work site, updating records, and completing the necessary paperwork accurately and submitting it in a timely manner. Monitored by the Field Service Manager through periodic meetings, review of reports, and consideration of feedback from managers and customers.
- 20% Read plant maps in order to complete daily tasks and accurately complete locates before they are due to prevent damage to underground plant, down time, and expensive repairs. Completes verification of service documentation. Monitored by the Field Service Manager through periodic meetings, review of reports, and consideration of feedback from managers and customers.
- 5% 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 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 Field Service Manager through periodic meetings, observations, and review of maintenance logs.
- 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 manager 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, complete tasks as a team, and engage in problem solving activities as a team member. Also, must relate well with others since information has to be obtained from others. Contact at all levels of the organization, internally and externally including customers, requiring negotiation, persuasion, and diplomacy. Participation in strategic planning is expected 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 manager.

**IMPACT OF POSITION:**

Successful completion of essential job tasks ensures efficient and effective use of time and resources. Errors are easily detected and would result in minor clerical expense for correction and are usually detected in the next phase of operations. Errors have significant adverse effect on external relationships and may result in moderate monetary expense, have a high probability of resulting in loss of customers, and cause improper utilization of labor, material, or equipment. Errors could result in liability and could affect operating costs.

**CUSTOMER SERVICE/INTERACTION:**

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

**ESSENTIAL SKILLS & REQUIREMENTS:****EDUCATION:**

High School Diploma/GED, required  
Associate Degree in Technology or Networking, preferred

**SKILLS:**

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

**EXPERIENCE:**

One to two years telephony and broadband internet installation and repair, preferred

**LICENSE:**

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

**EQUIPMENT:**

Locator, repair equipment, test equipment, computer, ladder, safety equipment, power/hand tools, multi-line phone system, and general office equipment

**PHYSICAL:**

Frequent bending, carrying, climbing, lifting 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:**

Requires the ability to work continuously with technical equipment in an outside plant setting that includes physically demanding tasks. Flexibility is limited due to work requirements and conditions.

**OTHER:**

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

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**EMPLOYEE SIGNATURE:**

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**DATE:**

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**SUPERVISOR SIGNATURE:**

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**DATE:**