



*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

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.



