

# TELECO Job Description

**Position Title:** Network Cabling Technician

**Position Reports To:** Technician Manager

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## **SUMMARY OF POSITION:**

To install and maintain communication distribution systems and/or other signals. These systems comprise the physical architecture that supports voice, video, and data transmission within industrial, commercial and institutional complexes.

## **KEY ACCOUNTABILITIES/ MAJOR JOB FUNCTIONS:**

- Interpret and verify service orders, specifications, drawings, schematics and special requirements and instructions
- Assemble and set up tools, materials and equipment
- Running, pulling, terminating and splicing copper and fiber optic cables (CAT5, CAT6, coax, low voltage cables, 25 pair, 50pair and fiber).
- Mount telecommunication equipment, routers, switches etc. all while following industry standards, best practices and manufacturer requirements.
- Assist in setting up hubs, routers and switches using information provided by appropriate engineers/contacts/senior technicians
- Install or maintain existing fire stopping in conduits, trays, wall/ceiling/floor penetrations
- Document network by labelling cables, and recording as built diagrams and specifications. This includes Fluke testing of installations.
- Maintain customer rapport by listening and resolving concerns, provide updates, answer questions or escalate to senior employees for resolution if required.
- Must work well with little supervision individually and in a team environment
- Provide accurate time/work logs and notes
- When required, assist with other aspects of our landline business including but not limited to, PBX installations, Video Conferencing, SIP, Hosted, Point to Point or other customer provided solutions.
- Able to operate automotive equipment and hand power tools
- Carry out the mechanical and physical installation activities

## **QUALIFICATIONS/ REQUIREMENTS:**

- Basic knowledge of local area networks is required
- Basic knowledge of network architecture and switched operating systems a definite asset
- Ability to apply subject matter knowledge to resolve general support issues
- Acts as a team member by providing information and support to all team members
- Able to exchange accurate information with clients and fellow co-workers
- Ability to listen and communicate with both technical and non-technical personnel
- Read and comprehend technical and training manuals, as well as handouts

- Work under pressure and withstand moderate amounts of stress
- Demonstrate ability to recognize and react to situations with a sense of urgency and problem ownership
- Valid Driver's License, basic tools and vehicle required
- Criminal Record Check required
- Ability to follow and comply to **TELECO's** Health and Safety Policy and Procedures
- Ability to work out of town for short and/or long durations
- Ability to travel to customer sites
- Ability to complete elevated work with extended reach.
- Ability to occasionally lift (up to 50 lbs) and carry items including up a flight of stairs.
- Ability to knee/crouch for 5 minute durations.
- Ability to distinguish between shades of color.
- Ability to climb and use safely scaffolds, lifts and ladders.
- Ability to work in confined spaces.
- Ability to understand the meanings of words and respond effectively.
- Requires adaptability, analyzing, assessing, calculating, decision making, dependability, good judgment, reading, memorizing, social skills, speaking, stress control and writing.

#### **CERTIFICATIONS:**

- Required safety training will be provided
- Structured Cabling certification training an asset but can also be provided.

#### **PERFORMANCE EXPECTATIONS/ JOB OBJECTIVES:**

- To provide superior customer service, following the '**TELECO**' way
- To complete the required amount of work on a daily basis
- To work at a rate of speed and accuracy in accordance with agreed standards
- To complete the required work in accordance with scheduled deadlines
- To master the skills and obtain the knowledge necessary to complete your work
- To minimize mistakes and make efforts to learn from them in order to improve
- To anticipate problems and suggest ways to improve efficiency
- To be where you are supposed to be when you are suppose to be there
- To work safely and not take risks
- To report unsafe conditions
- To wear the right safety equipment for the job
- To ask about any concerns regarding health and safety

#### **CORE COMPETENCIES:**

- Customer-focused
- Team-oriented
- Problem solver
- Organized
- Strong communicator
- Committed