

TELECO Job Description

Position Title: Junior Technician

Position Reports To: Installations Manager

SUMMARY OF POSITION:

All technicians at TELECO Supply Co. Ltd. are classified as Junior Technicians when they have less than 5 years experience and can perform the following tasks to TELECO's specifications.

KEY ACCOUNTABILITIES/ MAJOR JOB FUNCTIONS:

- Able to provide assistance in all types of copper and fiber cabling installation, testing and troubleshooting
- Able to assist Senior technician in CAT5 / CAT6 and GigaSpeed cable installation, including distance and routing issues in all environments (office, warehouse and plant)
- Assist in setting up hubs, routers and switches using information provided by appropriate engineers/contacts
- Basic knowledge of local area networks
- Basic knowledge of network architecture and switched operating systems
- Acquiring training on CAT 5/CAT 6 certification standards
- Able to terminate wiring on 66, 110 and BIX fields, as well as, termination jacks
- Able to terminate patch panels
- Assist with supervision in the installation, programming, maintenance and repair of telephone equipment including PBX's, key telephone systems and voice mail systems
- Perform basic programming (Auto Dials, Changing Time, Speed Dials etc.)
- Required to be on-call for customer service support after-hours as needed.
- 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 with stand 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 long durations
- 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:

- AVAYA On-Line University Courses Completed on Avaya IP
- Required safety training maintained

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
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I, _____, have read and understood what is expected of me.

New Hire's Signature

Date

Direct Manager's Signature

Date