



JOB TITLE:

Field Technician

SUMMARY:

This position is primarily responsible for performing duties associated with hands on functions within the telecommunications industry. Technicians will be capable of installing, testing or turning up a variety of telecommunications equipment including SONet, TDM, DWDM, IP or Ethernet based equipment. Technician should also be proficient in the troubleshooting and maintenance of various types of equipment noted. Technician will have a strong technical, mechanical and electrical background and be familiar and proficient around all major manufacturers of Transport equipment, high voltage electrical systems, DC Power Plant as well as knowledge of critical infrastructure, ISP/OSP and all associated test systems to include Optical, Electrical and Power testing equipment associated with the Telecommunications Industry. Well rounded technicians will be expected to have an understanding of telecommunications standards (i.e. ITU, IEEE, NEBS) as well as possessing strong analytical, technical and customer skills while effectively multi-tasking and if needed doing so in a self reliant manner by performing the following duties personally or through subordinates supervisors and staff members.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ability to read and interpret documents such as OSHA/Company safety rules, MSDS, MOP's, process and procedure documents as well as vendor documentation related to equipment owned by the company.
- have the ability to write routine reports, properly fill out documentation such as site surveys and audit reports as well as effectively communicate with customers, management, peers and contractors as well as other members of the organization.
- Ability to deal with problems involving several concrete variables in standardized situations as well as possessing deductive reasoning skills utilized to improve customer experience and network performance.
- Has to be competent and familiar with commonly utilized ticketing and inventory systems such as Metasolv, Clarify, TBS or OSP Insight. The technician will also have a strong familiarity with the Microsoft Office suite which will be utilized daily.
- Reports for work on time, notifying supervisors of any necessary overtime, accurate timesheet reporting, accounting and managing personal time off. Ensure Proper use of company assets during on and off duty hours.
Able to work well with internal and external peers (Carrier/Vendor peers) on daily tasks and responsibilities towards a common goal, ability to resolve minor conflicts with industry peers, internal peers or customers without management intervention being necessary.
Ability to cover various work assignments during a variety of work hours to include day and night time activities. Technician needs to also be willing to commit to long hours of work when necessary to reach company goals or objectives.
- Proactively seeking and identifying potential network problems and addressing these issues before becoming service affecting events. This includes action to resolve issues identified during routine PMI's conducted during defined timelines.
Operates company vehicle in accordance with safe driving practices and will ensure routine maintenance is performed on the vehicle per defined schedule. Technician will also conduct a daily inspection of vehicle to ensure its safe operating condition.
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QUALIFICATIONS:

Education / Experience

Bachelors or Associates Degree or applicable experience. Experience in Telecommunications related Logistics a must.

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Skills / Knowledge

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data.
- Design - Generates creative solutions; Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget.
- Technical Skills - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.
- Change Management - Develops workable implementation plans; Communicates changes effectively.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Cost Consciousness - Develops and implements cost saving measures.
- Diversity - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.
- Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- Ability to assemble Fiber jumpers and Coax connections (BNC) as well as troubleshooting of noted equipment.
- able to operate various CMS' and EMS' as well as an ability to operate various test equipment to include BER test sets, OPM's, OTDR's Traffic Identifiers and electrical multi-meters.

Compensation and Benefits:

- Competitive salary
- Complete benefits package available including medical/dental/vision insurance

To apply: Please submit your resume online or via email to: hr@zayo.com