



Field Technician – Logistics

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. Technician will possess strong excel skills as well as data entry and manipulation capabilities. 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.
- 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.
- 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. A positive attitude of customer service is critical to the success of this position.
- Ability to process invoices and receive material logically and physically as needed.
- 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.
- Supports logistics by auditing and updating inventory, case notes and reports.
- Ability to work with vendors to source equipment and material
- Proactively seeking and identifying opportunities for cost savings within the logistics program.
- 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.

Zayo Bandwidth is an Affirmative Action/Equal Opportunity Employer (M/F/D/V).

Job Description
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To apply: Please submit your resume to Jobs@Zayo.com