

ADVANCE COMMUNICATIONS & CONSULTING, INC.

Job Title:	Technician
Department:	Operations
Reports to:	Project Manager/Superintendent
Status:	Hourly, Non-Exempt
Level of Supervision:	Minimal to Moderate Supervision Required

BASIC PURPOSE
Technicians install and maintain various types electronic communications systems and equipment. This document details many of the required duties and responsibilities necessary for this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The following are the essential functions of the position. The list is not exhaustive, and may be supplemented as necessary.
<ul style="list-style-type: none"> • Installs, repairs, splices, tests, and terminates various forms of telecommunications and electrical wiring and cabling (copper, fiber, coax, etc.) to ensure proper impedance matching and connections between various pieces of electronic equipment; • Installs, modifies, troubleshoots, repairs and maintains telecommunications equipment; • Available to work flexible hours including both scheduled and on call support, including weekends and holidays; • Excellent customer service skills – responds to customer concerns and maintains good working relationships in the course of assigned work; • Provides reports, completes requests for new service; • Documents job-related activity (service orders showing work performed, location, time and parts used for repairs and/or modifications, weekly time sheets, reimbursement requests, etc.); • Determines methodology for installing telecommunications equipment; • Generates hand drawings and/or computer generated drawings, creating site documentation (layout of equipment within a room, special site considerations and needs, etc.); • Maintains and cleans work areas (truck, work site, parking areas) as needed; • Responsible for analyzing and resolving telecommunications trouble and maintenance problems; • Maintains current knowledge of telecommunications equipment, design, structure, and function; • Maintains a functional knowledge of commonly-used concepts, practices, and procedures within the telecommunications field; • Travels to customer sites located in various cities and towns, and remote locations located in various locations throughout the state of California for the purpose of installing and maintaining telecommunications equipment in all forms of weather (extreme heat, cold, rain, etc.); • Performs a variety of other related duties as assigned by management or project lead

JOB SPECIFICATIONS
The following are the knowledge, skills and/or abilities preferred or required to perform this job.

EDUCATION and/or EXPERIENCE:
<ul style="list-style-type: none"> • Graduation from high school or GED; • One year work experience in telecommunications maintenance, electrical, or related activity is preferred

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LICENSING:

- This position requires the use of a personal or company vehicle while conducting business.
- Employee must possess a valid (Class C) California driver’s license and an acceptable driving record

SPECIALIZED KNOWLEDGE AND SKILLS:

- Ability to communicate effectively, both orally and in writing, with all levels of staff and customers;
- Ability to clearly document and record information;
- Excellent organizational and problem solving skills;
- Ability to function effectively in a fast-paced, team environment;

EQUIPMENT & APPLICATIONS / WORKING CONDITIONS AND PHYSICAL DEMANDS: Reasonable accommodations are possible to enable people with disabilities to perform the essential responsibilities.

- Requires use of general office equipment, including printers, copy machines, and faxes;
- Requires computer/PC use, with various software applications;
- Requires use of telephones;
- Moderate levels of stress can occur;
- The noise level in the working environment is usually quiet to moderate;
- Physical demands:
Regularly walk, or stand,; frequently climb, stoop, kneel; frequently lift, carry, push, pull, dig or otherwise move objects weighing up to 100 pounds; frequently lift, carry, push, pull or otherwise move objects weighing up to 60 pounds; ascend or descend ladders, ramps, towers and the like; use tools or equipment requiring a high degree of dexterity; walk, stand, crouch, crawl or run on narrow, slippery or confined surfaces; regularly drives a motor vehicle; work for sustained periods of time maintaining concentrated attention to detail; need to distinguish between shades of color;

Physical Requirements:	Percentage of Work Time Spend on Activity			
	Rarely 0% - 24%	Occasionally 5% - 49%	Frequently 50% - 74%	Regularly 75% - 100%
<i>Seeing</i> – Must be able to read computer screen, manuals, service requests, and reports. Must be able to differentiate color				X
<i>Hearing</i> – Must be able to hear well enough to communicate with employees and others				X
<i>Standing/Walking</i>				X
<i>Climbing/Stooping/Kneeling</i>			X	
<i>Lifting/Pulling/Pushing</i>			X	
<i>Fingering/Grasping/Feeling</i> – must be able to write, type, and use phone system			X	

- Work occasionally exposes incumbent to possible bodily injury from moving mechanical parts of equipment, tools, or machinery;
- Work occasionally requires use of scissor or boom lift and/or other rental equipment;
- Work is performed for sustained periods outdoors and occasionally in hot, cold or inclement weather;
- Work requires the use of protective devices such as masks, goggles, and gloves

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.