



## JOB DESCRIPTION

**Job Title:** Service Technician (CLEC/CPE)  
**Department:** Operations  
**Reports To:** Field Services Supervisor/Manager

**FLSA Status:** Non-exempt  
**Represented by the Association:** Yes

**Job Summary:** This position is responsible for performing all aspects of installation and repair of CPE and CLEC products and services sold/supported by the Company.

### Essential Job Duties and Responsibilities:

- Install, maintain repair and cutover all applicable types of voice and data CLEC services over facilities that Blackfoot or other carriers provide. This may include some splicing of copper cable.
- Install, maintain, repair and cutover Key & PBX systems and peripheral CPE products.
- Support and provision the performance and operations of TDM and IP subscriber carrier systems.
- Report all material and supplies used in an accurate and timely manner. Perform work including database collection, customer training, running cross connections on a MDF and placing entrance cable termination devices.
- Operate and maintain assigned equipment including vehicles, test equipment, tools and trailers when used.
- Serve as the Subject Matter Expert (SME) of technical information for CLEC/CPE in support of the Sales and Marketing Department.
- Install, troubleshoot and repair residential and business security alarm systems.
- May be required to support or perform ILEC Service Technician responsibilities as needed.
- May be required to assist in the installation of wireless radio equipment on towers and rooftops from time to time. A tower climbing certification is required for tower climbing activity.

### Additional Job Duties and Responsibilities:

- Perform other duties and responsibilities as required to fulfill job function or as assigned.

### Knowledge, Skills, and Abilities:

- Knowledge of:
  - company policies, procedures, products and services.
  - telecommunications plant equipment operations and maintenance.
  - time management and organizational skills.
- Skill to:
  - gather and report numerical data and produce statistical reports.
  - operate service equipment including various hand tools and testing equipment.
  - operate various office equipment such as a computer, copy machine, fax machine and multi-line telephone.
  - use a ladder.
- Ability to:

- work independently.
- think analytically and be a problem solver.
- communicate effectively, both in writing and in speaking, with customers, co-workers, and various business contacts in a courteous and professional manner.
- work completely and accurately under time constraints and deadlines.
- obtain and maintain a valid Montana driver's license, have a good driving record and be insured under the Company insurance policy.
- be licensed by the state of Montana to install security alarm systems.
- read and interpret documents such as maps, staking sheets, and operating and maintenance instruction manuals.
- evaluate, test, and repair sophisticated equipment.
- understand new technologies and electronic equipment.
- read, analyze, and interpret instructions and reports.
- provide excellent customer service.
- work in a safe and effective manner.

**Education and Experience:**

*Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify. A typical way to obtain the knowledge, skills and abilities would be:*

High School diploma or equivalent, plus some education in electronics and/or telecommunications; 1 to 2 years of experience or training in Key, PBX, CPE and peripheral system installation or repair, as well as 1 to 2 years experience in the installation and repair of ILEC or CLEC dial tone, DSL or other broadband services, and other related Telco services, including residential and business alarm systems. Experience using software programs including Voloview (or similar map viewing software), TeleSphere (or similar windows based systems providing customer and plant information), ProComm, and MS Office Suite is preferred.

**Physical and Other Requirements:**

This position may require 8 to 10 hour days, flexible hours and some weekends.

Physical Requirements	0-24%	25-49%	50- 74%	75-100%
Seeing: Must be able to read reports and use computer. Must be able to read and interpret test equipment.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling: Must be able to climb ladders and be able to work in confined spaces and at difficult angles; may be required to climb and work on poles; perform over the head work. Also, Tower Climbing (generally, 50 to 100 foot towers, but up to 225 foot towers at times) may be required by some technicians; Roof top work and other similar work conditions may be required by some technicians.		X		
Lifting/Pushing/Pulling: Must be able to lift up to 50 lbs.		X		
Fingering/Grasping/Feeling:				X
Driving:		X		

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Somewhat disagreeable working conditions due to the continuous exposure to one or more of the elements listed above. Exposed to one element continuously or several elements occasionally but usually not at the same time.

**Additional Information:**

This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. Blackfoot reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

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Employee Acknowledgement

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Date

Revised Date: February 15, 2005; January 1, 2010; October 31, 2013, March 1, 2014