

Jefferson Telecom Communications Technician Position Description

Scope of Position:

Responsible for the installation, maintenance, troubleshooting, and repair of Jefferson Telecom's broadband network, IPTV system, Wi-Fi Management, business systems, and phone service. This role ensures reliable connectivity and high-quality service for customers while maintaining accurate records of work performed.

Essential Duties and Responsibilities include the following: *Other duties may be assigned to meet business needs.*

Installation & Maintenance:

1. Install, maintain, and service broadband networks, fiber optic cables, TV systems, and customer premise equipment.
2. Perform installations and activations of new services, including network interface devices, fiber jumpers, IPTV, Internet, and business systems.
3. Locate, repair, and splice buried fiber optic lines.
4. Assist with the construction and burial of communication cables and other physical plant infrastructure.
5. Maintain Ethernet and data networking systems.
6. Perform ground maintenance for cell towers to ensure optimal performance and safety.

Technical Operations & Compliance:

7. Maintain accurate plant records in the billing system to track equipment, inventory, and maintenance activities.
8. Complete daily customer service trouble requests, installation reports, and maintenance documentation.
9. Ensure the safe and proper use of equipment in accordance with company policies and safety regulations.
10. Work closely with other Communication Technicians to develop skills in troubleshooting and service installations.
11. Maintain a working knowledge of Jefferson Telecom's service lines, including local and long-distance telephone services, custom calling features, IPTV, high-speed Internet, and Wi-Fi management.

Customer Support & Service:

12. Respond promptly to service interruptions, diagnosing and repairing network issues to restore connectivity efficiently.
13. Educate customers on Jefferson Telecom equipment and services installed in the home or business.
14. Remain knowledgeable about company promotions and service packages, using suggestive selling techniques to recommend products based on customer needs.
15. Maintain positive customer relations by addressing concerns and escalating issues to management when necessary.
16. Respond to complaints, comments, or inquiries professionally and courteously.
17. Assist in other tasks, duties, or projects as assigned by management.

Qualifications & Requirements:

- High school diploma or equivalent. Must have a valid driver's license.
- Strong customer service skills with the ability to communicate technical information effectively.
- Basic understanding of broadband networks, fiber optics, Ethernet, and wireless communication (willing to train the right candidate).
- Ability to work independently and as part of a team.
- Willingness to stay up to date with industry technologies and best practices.
- Occasional evening or weekend work may be necessary to address service issues or scheduled maintenance as call is required.

Work Environment:

- Work is performed both indoors and outdoors, in customer homes and business locations, as well as on-site at Jefferson Telecom facilities.
- Ability to lift and carry equipment, climb ladders, and work in confined spaces. Exposure to heights when working on poles or towers may be required.

In keeping with our mission of customer satisfaction, all jobs carry with them an overriding responsibility to provide extraordinary customer service in terms of quality, timeliness and assistance. A commitment to customer service excellence is expected of all employees. The ability to communicate with customers, co-workers and various business contacts in a courteous and professional manner is expected of all employees

NOTE: The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the employee a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change so, too, may the essential functions of this position. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

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