



Operations

Position Title: Central Office (CO) Technician
Department: Operations
Reports To: Installation & Maintenance Manager
Location: Boise, ID
Status: Full Time
Posted: March 1, 2010

General Summary:

Central Office maintenance; EWSD Class 4/5 Carrier Switch, Complex translations, Tekelec SS7 STP. Maintains Network Operations Center, Test and Turn-up of OCn, DS3, and T1 facilities. Creates and maintains associated databases, assigns circuits for EWSD, Digital Cross Connect systems and Tekelec SS7 facilities. Responsible for cable plant and fiber systems and all DC power related systems and subsystems. Maintains Battery Plant and is also responsible for the maintenance of equipment, remote buildings and generators where practical. Maintains a safe and secure central office environment.

Essential Job Functions:

1. **Maintains all central office equipment, systems and subsystems.**

Standards

- Performs preventative maintenance on all switching equipment.
- Repairs switching equipment and transmission facilities according to equipment specifications and manufacturer standards.
- Performs level 2/3 engineering support and augmentation as needed for planning switch, transmission, and associated equipment implementations as required.
- Maintains digital switching equipment, battery plant, SS7 analyzer, and transmission facilities including fiber optic cable and terminal equipment.
- Creates, interprets organizes and provides reports to management on SS7, EWSD, and battery plant.
- Monitors all alarms and takes appropriate action to resolve the associated events.
- Performs installation, provisioning and maintenance of fiber terminal, and carrier equipment as required.
- Manages and performs all patch sets and backups for critical systems.
- Handles emergency calls and required to be on call as needed.
- Knowledge of IXC/CLEC inter-company operations and procedures, MSA process and requirements for IXC/CLEC customers.

2. **Installs, maintains, assigns and repairs all toll, private line, special, and data**

circuits.

Standards

- Performs installation, acceptance testing, turn-up, and maintenance of all inter-switch facilities, toll trunks, data circuits, and trunks.
- Installs and Schedules turn-ups according to Standard office procedures
- Coordinates Test and Turn-up with Carriers, End Users and Partners.
- Performs all of the associated paperwork and form in a complete and accurate manner needed on all new and existing circuits.
- Performs all routine and advanced tasks such as level setting, noise testing, bit error rate testing, etc.
- Keeps current on knowledge of circuits, associated modems, and appropriate test equipment thru tech journals and industry publications.

3. Maintains central office equipment records and event logs for remote as required.

Standards

- Performs maintenance on records in a timely manner and audits systems to ensure accuracy. Perform miscellaneous technical and engineering duties as assigned.
- Assures weekly maintenance and backups of critical systems.
- Performs routine schedules based on standard operating procedures.

4. Performs customer service orders and trouble tickets.

Standards

- Centrally manages central office equipment and software system configurations, operating systems,
- Backup media and software applications to respond to critical failures.
- Interfaces with customers thru completion of test and turn up.
- Interfaces with customers thru completion of trouble tickets.
- Interfaces with customers on utilization of systems.

5. Accountability.

Standards

- Follows proper safety procedures when using electrical test and communications equipment.
- Complies with company, Idaho workers, and OSHA safety standards.
- Keeps facilities orderly and clean and secures equipment and sensitive material.
- Evaluates the job site, communications equipment, and secures as required.
- Solve most problems via telephone/computer without having to actually travel to customer or remote sites.
- Works with the public, co-workers and company contractor support personnel.
- Complies with all policies and procedures as outlined.
- Performs other duties as assigned by supervisory personnel.

Knowledge, Skills, and Abilities:

- **Knowledge of basic electricity, analog and digital telecommunications techniques, and procedures.**
- Knowledge of TDM, T-carrier, SONET, DWDM, IP, and ATM transmission switches, techniques and procedures.
- Knowledge of troubleshooting techniques.

- Knowledge of test equipment to include T-Bird, SS7 analyzer, multimeters, and Optical Time Domain Reflector.
- Knowledge of EWSD Class4/5 Carrier Switch, PBX, Key Systems, SS7, and Internet Protocol.
- Skilled in technical communications with customers and vendors.
- Skilled in operating Microsoft Office Applications and familiar with standard office equipment.
- Skilled in operating various transmissions and switching test equipment.
- Maintains confidentiality.
- Prioritize and handle multiple tasks.
- Coordinates work and maintenance activities with Customers, Vendors and Sales team.
- Functions as a team player.
- Responds to automated pages from network monitoring systems and provide after hours support on a rotational "on-call" basis.
- Reads and follows directions, lifts 50 pounds and works at varied heights conducting installations.
- Squat and stand for long periods of time.
- Works independently and under guided supervision.
- Provide 2nd and 3rd level tech support on central office circuits and transmission equipment.
- Quickly troubleshoots, analyzes and resolves repair issues with central office, customer and vendor equipment.
- Hold a valid Idaho State Drivers License.
- Interpret maps, work orders, service orders, and trouble tickets.

Education and Experience:

- High school diploma or equivalent and a two year Associate Degree in electronics or related technology is required.
- Three to five years of progressive experience in a central office environment and installation work.
- Experience in designing, implementing, and maintaining EWSD translations and associated Sub-Systems.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read reports and use computer and other office equipment.				X
Hearing: Must be able to hear well enough to communicate with co-workers and customers.				X
Standing / Walking:			X	
Climbing / Stoop / Kneeling:	X			
Lifting / Pulling / Pushing:		X		
Fingering / Grasping / Feeling: Must be able to write, type, and use office equipment.				X

Working Conditions:

Work is normally performed in a mixed office and outside environment. Must perform work as required in an office setting, outside, or within/around residential and commercial structures.

Working hours are generally 40 to 60 hours per week depending on work load. This position is subject to call-outs on a 24-hour basis. Overtime and occasional travel out of town for training and work is required.

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Interpersonal/Accountability Working Conditions:

- Dependability, accuracy, and honest to your customer, vendors, and co-workers.
- Accountability; strong business ethics, and dependability to your employer and direct supervisor.
- Willingness to adapt to the telecommunication industry.
- Responsible for maintaining the security of company information.

This job description in no way states or implies that these are the only duties to be performed by the employee. He or she will be required to follow any other instructions and to perform any other duties requested by his or her supervisor. In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others and which impose undue hardships on the organization. Furthermore, job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.