

Polar Communications

Job Description

Job Title: Combination Technician
Department: Plant Department
Reports To: Field Operations Supervisor
FLSA Status: Nonexempt

SUMMARY

The combination technician performs required work for a wide range of exchange operations, including maintenance, and servicing of telephone lines, instruments, cable, terminals, protection devices, and related equipment. Provides customers and end users with product and technical support. The combination technician is generally responsible for all facilities comprising the exchange distribution network. Rotating on-call weekends may be required.

The employee performing in the position will be directly responsible to the Field Operations Supervisor. In his/her absence the employee shall be responsible to the Chief Operations Officer. The employee shall cooperate and work with all other departments for the maximum benefit of the company or as directed by the Field Operations Supervisor.

The employee shall work a regular 40-hour week as scheduled by the Field Operations Supervisor. This position does qualify for overtime. The compensation is to be determined within the confines of the wage scale established in the prevailing labor contract. The employee must live within 40 minutes of the reporting site.

The employee shall adhere to approved published company policies and receive all benefits and privileges cited therein.

This employee must possess an exceptional positive attitude and have the ability to work and get along with other employees. As the opportunity arises, be able to meet with and deliver exceptional customer service to Polar's customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Installs programs and maintains all IP PBX and key system installations including performing software programming via personal computer.
- Is proficient in the use of a personal computer.
- Installs programs and maintains data equipment via personal computer.
- Installs programs and maintains alarm equipment via personal computer.
- Installs and maintains video surveillance equipment.
- Installs and maintains customer premise DSL modems and Optical Network Terminals (ONT).
- Reads and interprets blueprints, jumper running list and equipment manuals.
- Tests, locates and clears station trouble.
- Installs and maintains customer premise wire, cable and cable terminations.
- Installs and maintains customer premise wireless Internet equipment.

- Installs, programs, repairs and maintains telephones.
- Installs station protection.
- Maintains subscriber protectors, terminations, and grounding.
- Maintains WAN/LAN interfaces.
- Configures switches, routers and firewalls.
- Keeps time sheets, material tickets, accident reports, vehicle reports, measurements, and any other clerical forms associated with the job responsibilities.
- Keeps accurate records and provides timely reporting of materials and applicable charges.
- Stays informed of all company policies, procedures and participates in all safety and training meetings.
- Uses all personal protective equipment provided.
- Provides the best possible service to all customers. Answers customer inquiries in an informative and polite manner or refers questions to the appropriate supervisory personnel.
- Communicates with customers to help them understand how to use the product properly.
- Handles customer problems that appear to arise from the use of the product and requests for replacing defective parts.
- Assists in the final testing of new products.
- Completes other duties as assigned by Field Operations Supervisor and Chief Operations Officer.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

- Knowledge of network management software, concepts and troubleshooting techniques.
- Knowledge of operating systems.
- Knowledge of network communication theories.
- Knowledge of fiber optic installation, splicing and troubleshooting.
- Knowledge of industry testing equipment.
- Ability to read and interpret documents such as maps, staking sheets and operating maintenance instruction manuals.
- Knowledge of the Company's billing and financial software.
- Skill in operating various office equipment such as personal computer, various software programs, general office equipment, and telephone systems.
- Skill in reading and interpreting technical documents and information.
- Considerable knowledge of English, spelling, arithmetic and vocabulary.
- Considerable skill in communicating expectations with requests and projects and follow through to completion.
- Advanced reasoning ability with skill in identifying problems and resolutions.
- Considerable ability to communicate well with a positive and friendly manner, both orally and in writing.
- Considerable ability to maintain efficient workflow.
- Ability to pay close attention to detail and the ability to maintain memory for an attention to details.

EDUCATION and/or EXPERIENCE

Associates degree (A.A.) or equivalent from a two-year College or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

A valid driver's license, in good standing, and maintaining insurability under Company's insurance plan is required.

MORE INFORMATION / HOW TO APPLY

All interested parties should send their resume, along with the completed Polar Communications Application Form to hadmin@polartel.com as soon as possible.

To download the Application visit: <https://www.polarcomm.com/about-us/careers/>