



Outside Network Operations Specialist

Position Title: Outside Network Operations Specialist
Department: Operations
Reports To: GM/CEO
FLSA Status: Non-Exempt

General Summary:

Duties include but are not limited to: Installation and repair of Honeywell door access controls, Honeywell monitored security systems, and ViTek surveillance systems. Sales and Customer Quotes of DRN products and services, taking COE out of service and light maintenance, placement of inside wiring/network cabling, installation, maintenance, trouble clearing of hosted IP/PBX phones and switches, installation, maintenance, and trouble clearing of Security Systems and Surveillance Cameras, testing and repair of station wiring, testing and repair of telephone station equipment, installing subscriber carrier equipment, testing and repair of subscriber carrier equipment, keeping of records (time-material-testing-trouble reports), splicing of fiber optics cable using a variety of fusion machines and techniques, broad knowledge of Calix FTTH CPE, public relations representative of company, attend training and safety classes as required, install and maintain CATV. Have broad knowledge of computers, internet, routers and networking and perform all other duties as assigned. Job performance should be done in a safe and workman like manner as to not endanger yourself or anyone else. Must be able to work in tight spaces such as crawl spaces, attics, wiring closets etc. Must track assigned vehicle equipment inventory. Must be able to adapt to changes in the business to include advances in technology, new skills, and new procedures. Must have strong community presence to DRN service area locations and surrounding communities. Regular, reliable, consistent and punctual attendance is required.

Essential Job Functions:

- The position will be focused on installation and repair of Honeywell door access controls, Honeywell monitored security systems, and ViTek surveillance systems.
- Liaison to engineers and/or contractors relative to any/all construction that would or could affect DRN's network positively or adversely
- Communicates and explains the value and benefits of services to potential customers through establishing relationships and building strong rapport
- Completes all outside network operations specialist related forms and reports
- Performs routine and preventive equipment maintenance
- Maintains current industry knowledge by utilizing various resources and attending training
- May confer with customers to further determine problems and acceptable resolutions
- Regular, reliable, consistent and punctual attendance is required
- Responsible for duties as described in the general summary and any/all other duties as assigned by manager and/or supervisor

Knowledge, Skills, and Abilities:

- Knowledge of basic electronics
- Knowledge of voice communications and digital technology
- Knowledge of telecommunications plant equipment operations and maintenance
- Knowledge of computers, internet, routers and networking
- Knowledge of company products and services
- Ability to follow company policies and procedures
- Knowledge/Skill in installation and repair of Honeywell door access and monitored security systems preferred
- Knowledge/Skill in installation and repair of ViTek surveillance systems preferred
- Skill in operating service equipment including various hand tools and testing equipment
- Skill in reading cable records, staking sheets, specifications and circuit diagrams
- Ability to work in tight spaces such as crawl spaces, attics, closets, etc.
- Ability to communicate with co-workers, customers and various business contacts in a professional and courteous manner
- Ability to read and interpret documents such as maps, staking sheets, and operating and maintenance instruction manuals
- Ability to pay close attention to detail
- Ability to evaluate, test and repair sophisticated equipment
- Ability to improve or redesign procedures for specific installation/repair problems
- Ability to work independently and make sound technical decisions using information at hand
- Ability to effectively function as a team player
- Ability to perform duties in safe, professional manner

- Ability to obtain and maintain a valid Driver’s License with a satisfactory driving record
- Highly motivated and a self-starter
- Regular, reliable, consistent and punctual attendance is required

Education and Experience:

A degree from a Telecommunications Technical Training Program or a degree in electronics that would be useful for telephone maintenance is preferred for this position and at least 2 years’ experience will be considered. Must have or be able to obtain A+ certification within 1 year. Must have the ability to obtain additional professional certifications as the business need dictates. Prior telecommunications experience helpful.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking:				X
Climbing/Stooping/Kneeling:				X
Lifting/Pulling/Pushing:				X
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				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. Exposed to any number of elements and with one continuously present to the extent of being objectionable, or with several elements present to the extent of being objectionable, but usually not more than one at a time.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of

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.