



COMMUNICATIONS
JOB DESCRIPTION

TITLE	TELECOMMUNICATIONS TECHNICIAN
REPORTS TO	Field Service Supervisor
SUPERVISES	N /A
BASIC FUNCTION	The purpose of the Field Technician is to: <ol style="list-style-type: none"> 1. Repair voice & data equipment 2. Install voice & data equipment to include routers ,switches, etc.. 3. Troubleshoot voice & data equipment
ESSENTIAL FUNCTIONS <i>Describe the duties that must be performed in the job. Focus on the function of the job rather than the means used to achieve that function. Focus on the required outcome of the job tasks, rather than on the tasks themselves.</i>	<ul style="list-style-type: none"> • Technicians must be on time on a daily basis due to customer scheduling • Technicians are responsible for notifying MVD of any issues with their vehicles • Behavior that is courteous, professional, and respectful while on location at an MVD customer's site, driving company vehicles, and interacting with customers via the phone or email communications • Technicians are expected to perform a complete inventory of the equipment in their vehicles each quarter • Technicians must receive customer approval on assigned tasks and immediately close tickets with dispatch upon successful completion. • Technicians are responsible for installing equipment to the best of their ability and notifying their supervisor of any issues • Technicians are responsible to continue training to be able to best serve their customers
PROBLEM SOLVING	<ul style="list-style-type: none"> • Ability to apply common sense understanding to carry out instructions furnished in written, oral, ,or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. • Ability to use manufacturer's manuals to resolve issues.
DECISION MAKING	<ul style="list-style-type: none"> • Ability to make on the job decisions in the best interest of the company.
PHYSICAL REQUIREMENTS / WORK ENVIRONMENT	<p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.</p>
MINIMUM QUALIFICATIONS <i>List the highest level of education required and any special training, skills, or knowledge needed to perform the job. Include physical and mental demands, and working conditions if unusual or extraordinary,</i>	<p>CERTIFICATES, LICENSES, REGISTRATIONS:</p> <ul style="list-style-type: none"> • 5+ years experience in telecommunications; combination of education and experience acceptable. • IP Office installation, implementation and translation work. • Strong background in the installation and implementation of Avaya Definity/Media Server translations and connectivity including S8800, S8500, S8400, S8300 and IG550 Integrated Gateway through G250 Media Gateway. • Experience working with Adtran, Cisco, Juniper, and Hp routers. • Proven ability to troubleshoot Microsoft, VMWare and Linux platforms • Proven ability to connect, test, troubleshoot, and service telephone and data networking equipment. • Minimum Avaya Certified Associate IP Implementation.



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<i>required to perform the job.</i>	<ul style="list-style-type: none"> • ATSA Certification • Quick Learner of technology – Voice and Data
PREFERREED QUALIFICATIONS	<ul style="list-style-type: none"> • Avaya Certified Solutions Specialist. • Product authorization for implementation of Intuity Audix and Modular Messaging preferred. • Cisco Certified Network Associate and /or Microsoft certification is a plus. • Knowledge of high speed circuits, routers, and switches.

Employee Signature

Date

Immediate Supervisor

Date

Human Resources Signature

Date

Company Official

Date