

COMMUNICATIONS NETWORK TECHNICIAN

PURPOSE AND NATURE OF WORK

Position takes calls from LUS Fiber subscribers experiencing problems with television, internet and telephone services and is responsible for analyzing customer technical problems related to video, telephone, and data equipment, software, and / or services, and solving these problems in a timely manner. Incumbent works under the general direction of the Senior Communications Network Support Technician and offers general direction to lower level Network Technicians.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Takes calls from users with problems such as loss or degradation of video signal, internet connection, telephone service and email services. Technicians initiate remedies to reported problems using system management software / hardware and troubleshooting techniques. The position also handles escalation of problems to the appropriate personnel in a timely manner for severe conditions that are impossible to anticipate – such as power failure or optical fiber cable cut. Makes written documentation during customer consultation, keeps records and logs appropriate to services rendered, enters information for billing accurately. Monitors work orders until resolution has been achieved.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of communications system equipment and operating systems used to provide telephone, television and internet services to subscribers.

Current knowledge of computer operating systems and configurations commonly used by subscribers to LUS communications system services.

Ability to analyze and identify problems and quickly solve problems reported by users.

Ability to form and maintain effective working relationships with other personnel, customers, elected officials and general public.

Ability to communicate clearly, verbally or in writing.

DESIRABLE EDUCATION AND EXPERIENCE

Vocational technical school in electronics or equivalent telecommunications specialties supplemented by working experience in computer networks as well as telecommunications and in providing technical support or an equivalent combination of education and experience.