

# **Union Telephone Company**

## **Job Description**

**Job Title:** COMBINATION TECHNICIAN  
**Department:** OPERATIONS

### **SUMMARY**

Performs all tasks related to the installation, testing, monitoring, maintenance, and operation of all transmission systems, and auxiliary systems including shelter inspections working safely within various climates, altitudes, and weather conditions.

**ESSENTIAL FUNCTIONS** include the following. Other duties may be assigned.

Maintain body weight and physical fitness that meets OSHA, ANSI, and UTC equipment requirements for safe use of fall protection equipment and maintain the physical ability to climb poles and towers in excess of ninety feet.

Maintains a level of knowledge and skill demonstrating the ability to initiate a resolution to work problems/assignments.

Working unsupervised, assesses work assignments for possible solutions, implements the best solution utilizing other team member input, if necessary, and notifies Supervisor and/or Lead of completion and/or additional challenges.

Ability to read drawings and specifications.

Installs and maintains transmission equipment and systems to include, but is not limited to, the following types of equipment:

Batteries and power supplies (including solar systems) and generators. Telular units, channel banks, multiplexers (including lightwave), network synchronization equipment, span termination equipment, span repeater equipment, key systems.

Maintains current, working knowledge of digital transmission facilities and routers and the ability to install and maintain associated equipment.

Maintains a basic knowledge of mobile and landline switching and translations.

Demonstrates a working knowledge of cable and fiber splicing and testing.

Splices cable and cuts subscribers into new cable plant while maintaining accurate plant records of each cut.

Operates and maintains generators for the emergency restoration of power.

Performs preventative and demand maintenance requirements that affect the high quality and reliability of our communications channels.

Promptly responds to system malfunctions.

Demonstrates good over-the-phone communication skills to solve technical problems working with technical support teams.

Demonstrates the ability to work “on-call” at any time including overnight assignments.

Works closely with and assists personnel in the following departments within Union Telephone Company: Engineering, Construction, NOC, Customer Care, and IT.

Interacts directly with Union Telephone Company's agents and customers to solve technical problems.

Operates and maintains a four-wheel-drive pickup truck and maintains the skills necessary to tow a trailer while observing all DOT and UTC safety rules, regulations and policies.

Operates and maintains a snowcat.

Maintains the ability to safely operate other types of off-road vehicles to gain access to remote sites.

To perform this job successfully, an individual should have knowledge of Internet software, Inventory software, Manufacturing software, Spreadsheet software, and Word Processing software.

Performs all duties and responsibilities while adhering to OSHA, DOT standards and Union Telephone Company's safety policies.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **CORE COMPETENCIES**

Core competencies are specific job behaviors that have been identified as essential to the success of Union Telephone Company. Core competencies define job performance requirements by salary range zones. For a complete description of the Core Competencies see attached Appendix One. The Company has identified the following core competencies as essential job behaviors that all employees need:

**Safety.** Consistent awareness, leadership, and compliance (self and others) with safety regulations, policies, procedures, practices, and safe-work habits in all situations.

**Work Quality.** Quality work is neat, accurate, thorough, creative, timely, and safe and meets or exceeds customers' expectations.

**Team Skills.** Team skills enable employees to work together to achieve team objectives in a supportive and productive way.

**Coaching.** Coaching skills promote learning by seeking feedback and using it to reach higher levels of performance.

**Self-Management.** Self-Management is the effective use of time and resources to accomplish work goals in a safe and cost-efficient manner.

**Customer Focus.** Customer focus includes understanding customer needs and making and keeping realistic commitments and meeting customer expectations.

**Interpersonal Skills.** Interpersonal skills promote interaction with others in a consistently positive, respectful and productive manner.

**Company Focus.** Company focus involves understanding and aligning individual contribution with the company's goals, mission statement, visions, values, and critical success factors.

**Continuous Improvement.** Continuous improvement means changing business processes to become more innovative, productive and cost-effective in ways that better meet customer needs and eliminate unproductive or unnecessary practices.

**Business Ethics and Diversity.** Good business ethics and diversity demonstrate a positive attitude toward complying with all company policies, practices, and procedures including treating all customers, the public and fellow employees with respect and dignity with regards to gender, race, nationality and personal beliefs. We are committed to the full compliance of laws and regulations that affect the company.

## **EDUCATION and/or EXPERIENCE**

A.A.S. Electrical/Electronic Technology or One-year certificate from college or technical school.

Two years of previous experience/or training as a technician or related field; and/or certifications and licenses.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

### **MATHEMATICAL SKILLS**

Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to apply advanced mathematical concepts such as exponents and algorithms.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid Driver's License or Commercial Drivers License

### **PHYSICAL DEMANDS**

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.

Individual must be able to lift at least sixty pounds unassisted. Required to maintain bodyweight limit requirements that satisfy OSHA and ANSI fall protection equipment standards. Must maintain physical fitness to climb towers/poles in excess of ninety feet.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ability to work at high altitudes and mountainous terrain to access sites in remote to very remote areas sometimes during severe weather conditions. Often requires working in limited spaces, and to work unsupervised. The employee is occasionally exposed to wet and/or humid conditions; outside weather conditions; extreme cold; extreme heat and risk of electrical shock. The noise level in the work environment is usually moderate.