



United and Turtle Mountain Communications (UTMA) is currently seeking candidates for a Field Technician I to work out of our Langdon, ND, office. If you are interested, please submit your resume to [careers@utma.com](mailto:careers@utma.com).

### **Field Technician I**

The Field Technician I is responsible for the installation, service, and upgrade of customer premises equipment, and for the corresponding connection to the central office. Installs initial wiring or rewiring for new subscriber systems, and installs and maintains multi-line key systems, PBXs, security systems, and other non-regulated equipment. This position also carries out technical duties for diversified services such as IPTV, broadband, and other wireless operations. The position would require a self-starter with excellent time management and organizational skills. Works independently and with a group to maximize overall team effectiveness.

### **Essential Job Duties and Responsibilities:**

- Provides installation and repair of phone, internet, and television services in customer homes.
- Researches and troubleshoots complex issues to determine and implement solutions while keeping the customer informed.
- Ability to splice and test fiber optic and copper cable systems.
- Installs drop wire from pole to house and installs station protectors.
- Installs and maintains customer premise DSL modems and Optical Network Terminals (ONT).
- Able to read and interpret blueprints, jumper running lists, and equipment manuals.
- Installs and maintains customer premises wire, cable, and cable terminations.
- Installs and maintains wireless internet equipment.
- Ability to install and maintain key systems, surveillance systems, security systems, network extending equipment, and any other CPE as needed.
- Confers with customers to understand needs and goals while providing viable solutions.
- Assists other departments with the installation and maintenance of network equipment.
- Coordinates with plant and commercial staff to update records upon job completion.
- Installs and maintains multi-line key systems and associated equipment, including automatic answering devices, facsimile terminals, coupling devices, automatic dialers, paging and intercom systems, data equipment, modems, and four-wire circuits.
- Assists central office staff in the installation of switching and related equipment; performs periodic maintenance on batteries, chargers, and related equipment.
- Receives routine orders and engineering prints, indicating how cable is to be placed.
- Submits accurate time, mileage, and gas tickets; material and equipment charge-outs and credits; and all other clerical forms or required procedures for documentation.
- Maintains a valid and insurable driver's license at all times.

*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*



### **Skills and Abilities**

- Advanced ability to find viable solutions to problems.
- Skill in operating test/splicing equipment for fiber, copper, and ethernet services.
- Knowledge of company facilities, equipment, operations, and maintenance.
- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Knowledge and skill in operating technology devices and gadgets.
- Ability to communicate clearly and professionally with coworkers, customers, and various business contacts in a courteous manner.
- Ability to read and interpret maps, staking sheets, and operating and maintenance instruction manuals.
- Ability to pay close attention to detail.
- Ability to improve or look for efficiency.
- Ability to work independently and make sound technical decisions using information at hand.
- Ability to effectively function as a team player.
- Ability to maintain a positive attitude.
- Must possess and maintain a valid and insurable driver's license.

### **Education and Experience**

- Degree in telecommunications, computer science, computer information systems, or related field or equivalent related experience OR applicable on-the-job experience.