



Telecom Technician

The Telecom Technician is an entry level installer / repair position responsible for the basic installation, maintenance, and repair of our telecommunications systems in the company's service area.

Essential Job Duties and Responsibilities

- Serve as entry level installation and repair technicians.
- Install all voice, internet, and video products offered by United and Turtle Mountain Communications to customers.
- Perform troubleshooting and repair services on site.
- Test, prepare, and splice fiber optic cable to a basic degree.
- Read electronic maps, locate underground and buried facilities, and maintain outside plant.
- Ensure compliance with all safety and regulatory standards related to telecommunications infrastructure and equipment.
- Communicate and coordinate with customers in a professional manner to ensure the Company's customer service expectations and commitments are met.
- Installation and maintenance of customer premise equipment including Modems, ONTs, Residential Gateways, Set Top Boxes, Batteries, and related equipment.
- Provide remote hands assistance in the installation and repair of specialized technologies including TDM and Ethernet circuits
- Attend and participate in job safety and other training programs
- Identify and report suspected phishing, social engineering, and other suspected cyber-related incidents immediately.
- Maintain basic cyber hygiene in web browsing, password management, and recognizing phishing and social engineering attacks.
- Performs all other related duties as assigned by management.

Skills and Abilities

- Have outstanding face-to-face communication skills with residential and business clients.
- Operate proficiently with electronic tools to perform work within the operating system, including laptops and smartphones.
- Have an advanced understanding of the local distribution network.
- Cooperate and work with all other departments for the maximum benefit of the company or as directed by Area Supervisor or Facility Manager.
- Ensure compliance with all safety and regulatory standards related to telecommunications infrastructure and equipment.



Requirements:

- Must have a valid driver's license and must be insurable by United and Turtle Mountain's insurance carrier.
- When On-Call, ability to work Saturday.
- Must live within the exchange boundaries and within 35 miles of the reporting site.
- Participate in on-call rotation to provide after-hours and weekend support as needed.
- CDL Drivers License may be required for your job.
- Submit to random drug and alcohol screenings

Education and Experience:

- High School Diploma required.
- Willingness to expand knowledge through on-the-job training.
- Technical degree or certification in Telecommunications, Electronics, or a related field preferred.
- Excellent problem-solving abilities and attention to detail.
- Strong communication and customer service skills.
- Ability to quickly learn new services and technologies as the industry or company offerings change.

*Can participate in company training program to move up into the Field Tech positions.

*Necessary training and certifications will be outlined in a Field Technician Training document provided to employees. This is a living document and all training, and certifications are subject to change with industry trends. For any questions, speak to the Area Supervisor or Facilities Manager.