



103 LINCOLN STREET
RUSH CENTER KS 67575

| 1-785-372-4236

| WWW.GBTA.NET

Job Title	Central Office Transmission Tech	Job Category	Technician
Department	Central Office	Status	Full Time/Non-Exempt
Location	Rush Center, KS	Travel Required	Yes
Supervisor Title	Central Office/Network Supervisor	Evaluators	Central Office/Network Supervisor, Director of Operations
In-put	General Manager, Management Team, Customers	Direct Reports	NA

In keeping with our mission of ***bringing the best user experience to its customers through reliable state-of-the-art communication services.***

This position supports the company's customer service philosophy that sets us apart from our competition by providing our customers with local and genuine personal service, we will work alongside our customers to find the best solution available to fit their needs. We pledge to provide the finest services to our customers and strive for continuous daily innovation to remain competitive in an age of perpetual technology.

NOTE: The job functions listed are intended to describe the general nature and level of work being performed by employees and are not to be interpreted as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

By: Central Office / Network Supervisor, Director of Operations Golden Belt Telephone	Effective Date: Review Date:
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POSITION DESCRIPTION

**Percentages of time spent on each job duty will vary daily, as well as based on project.*

The C.O. Transmission Technician will oversee the operations and maintenance of our Voice Switch as well as several legacy TDM systems to ensure quality services are being delivered to all customers.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Ensures continuous operation of central office switches, networks, and related equipment
- Determine equipment requirements for projects, place equipment orders, and track inventory
- Prepares specifications for new equipment and oversees changes and upgrades to switches
- Maintain records of network infrastructure across multiple facilities
- Design, configure and maintain Ethernet networks
- Maintain SONET network including T1 Installations, changes, and repairs
- Attend training to stay current with the telecommunications industry
- Maintain central office equipment including DC power plant
- Maintain the operations of a public switched telephone network
- Minor Generator and HVAC maintenance and repairs

(Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.)

Knowledge, Skills & Abilities

- Knowledge of telecommunication industry and terminology
- Ability to pay close attention to detail
- Knowledge of digital switching technology
- Ability to work independently as well as in a team environment
- Knowledge of Metro Ethernet technologies
- Ability to organize and prioritize multiple work assignments
- Knowledge of xDSL and RF technologies
- Ability to recommend improvements for specific installation/maintenance/repair issues
- Knowledge of Ribbon/Genband CS1500/SBC, preferred
- Skills in problem solving and resolution-oriented mindset
- Knowledge of Innovative Systems Elation/APMAX/SIP ACS, preferred
- Skill in reading and interpreting technical documents and information
- Knowledge of Adtran TA5000 and Calix/Occam B-Series, preferred
- Skill in oral and written communication
- Ability to communicate professionally with vendors, co-workers and customers
- Performs all other related duties as assigned by management
- Ability to develop and justify budget objectives
- Ability to provide the experience, the GBT way.

Responsibilities: This position requires the ability to participate as a member of a team to complete tasks and engage in problem solving activities. Therefore, must relate well with others since information has to be obtained on occasion from others in the form of informal training/ coaching. Employees are expected to communicate with the public as well as fellow employees in a pleasant business-like manner. There is frequent internal and external contact at all levels of organization requiring negotiation, persuasion, and diplomacy with other departments, customers, and vendors. Must also maintain good attendance and appearance. Employees are expected to increase job knowledge by assisting & supporting all other employees with their job duties, as required. Participation in strategic planning is expected at least annually.

Education & Experience: Technical school in some capacity, preferred. High school diploma or GED, required. Five + years telecommunications, networking or related field, required.

Training: Company training on operating systems must be completed successfully within six months, required. Ongoing training on product offerings, safety, CPNI & Harassment, required. Targeted certifications and training to be obtained, within one year of hire, if not already held: MCSA (Microsoft Certified Solutions Associate), CompTIA A+, CompTIA Network +, CompTIA Security+, as well as other ongoing training: server, firewall, router, switch, upgrade system, security threats, and daily experience as required by the company, required.

Customer Service/Interaction: Daily phone and face-to-face interaction with other employees and customers, while vendor contact is weekly by phone to perform job functions. To facilitate our mission of customer satisfaction, all jobs carry with them an overriding responsibility of our employees to provide

extraordinary customer service in terms of quality, timeliness, and assistance. Commitment to service excellence is expected of all employees.

Latitude: Duties are expected to align with the strategic mission of the company, the performer plans and arranges tasks in order to complete; or are self-defined with complete flexibility in scheduling and accomplishing responsibilities. Problem solving is accomplished independently most of the time requiring extensive knowledge, both industry and technical. Most decisions not affecting other departments can be made independently in accordance with company policy.

Impact of Position: Successful completion of essential job tasks ensures efficient use of time and effective completion of job duties. Errors may or may not be easily detected but could have significant adverse effect on external and internal relationships and result in substantial monetary effect due to a probability of loss of customer or improper utilization of labor, material, or equipment. Data that is prepared by this position is used for important decisions by management, errors could result in liability and affect operating costs.

Physical Requirements: Limited bending, carrying, lifting- up to 40 lbs. independently, demonstration of manual dexterity, squatting, twisting, turning, and visualizing of a computer screen, required.

Work Conditions: The physical environment requires this employee to work both inside and outside in heat/cold, wet/humid, dry/arid conditions. Frequently required to use personal protective equipment to prevent harm in hazardous environments. Must be willing to work overtime, on-call and weekends for special project upgrades.

Other: Occasional travel by vehicle, air travel, flexible hours, overnight travel, and overtime, may be required.

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgment below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

