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Position Title: Key System/Central Office Technician
Department: Central Office
Reports To: Central Office Supervisor **FLSA Status:** Non-Exempt
Wage: D.O.E.
Full Time Position with benefits: Vacation, Sick Leave, Medical Insurance, 401k Plan

General Summary:

Responsible for providing various technical services to include the installation, testing, repair, maintenance, and day-to-day technical support of new and existing communication systems (telephone, key systems, DSL, Special Circuits, etc) and related telecommunications cabling and wiring infrastructure within our service area.

Essential Job Functions:

- Assist in the development and implementation of customer training for basic Key System programming. Assist in the marketing and selling of Key System equipment and Maintenance Agreements.
- Testing and troubleshooting Digital and Softswitch equipment. Set up and troubleshoot Dial Tone, DSL, and Special Circuits. Test and troubleshoot Microwave Radio, BLC, DLC, ISP equipment.
- Maintain DC Power and Standby power equipment. Test and troubleshoot customer PC and Network setups and equipment.
- Complete all assigned work in a timely and professional manner. Gather information and complete reports as assigned. Maintain inventory of assigned tools and equipment, complete Inventory and Equipment Issuance forms and reports.
- Interface with customers in a professional manner. Maintain professional attitude and appearance.
- Participate in rotating On-Call duties.
- Accept and complete other duties and responsibilities as assigned by Management.*

*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.

Knowledge, Skills, and Abilities:

- Knowledge of telecommunications industry and digital switching technology.
- Knowledge of Key Systems and Central Office equipment.
- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Knowledge of industry regulations.
- Skill in operating Key Systems and Central Office switching equipment.
- Skill in analytical thinking and problem solving.
- Ability to communicate with co-workers and various business contacts in a professional and courteous manner.
- Ability to develop and justify budget objectives.
- Ability to read and interpret documents such as schematics, blueprints and circuit diagrams.
- Ability to pay close attention to detail.
- Ability to evaluate, test, and repair sophisticated equipment.
- Ability to improve or redesign procedures for specific installation/repair problems.
- Ability to work independently and make sound technical decisions using information at hand.
- Ability to create a team environment and sustain employee morale.

Education and Experience:

Associate's degree in Telecommunications, Information Technology or equivalent technical training and experience. Network + certification, PBX and or Key Systems installation and maintenance experience is a plus. Working knowledge of Cisco systems to include Cisco certifications and ISP experience is preferred.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to service orders and trouble reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to move about work site.		X		
Climbing/Stooping/Kneeling: Must be able to stoop, kneel and crawl to perform installations		X		
Lifting/Pulling/Pushing: Must be able to lift at least 40 lbs.		X		
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions; may involve occasional exposure to some of the elements listed above.

Note: 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 so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.