

JOB DESCRIPTION

Job Title:	Telecom Technician
Location	153 Sixth Avenue Cochrane, Ontario
Immediate Supervisor:	Operations Manager
Salary and Benefits:	As per Collective Agreement – Lineman Installer rate
Hours of Work:	Regular hours of work of 40 hours per week, Monday to Friday from 8:00 a.m. to 4:30 p.m. Overtime and on call required. 30-minute lunch break. 2 x 15-minutes breaks.

Job Summary: This position requires the reliable delivery of a number of features the telecommunications company offers its customers in the 272-exchange area.

Essential Duties and Responsibilities

1. Installing, repairing and troubleshooting residential and business telephones/systems.
2. Maintaining, troubleshooting and repairing Central Office equipment, data circuits, remote sites.
3. Installing and repairing internet services to residential and business clients.
4. Installing, repairing and troubleshooting IPTV.
5. Perform after-hours work of standby/on-call emergency services of all duties and responsibilities as scheduled and maintain residency or accommodation as required.
6. Climbing poles/ ladders/ work at height/ bucket trucks.
7. Ability to respond within 30 minutes to CTS main office in Cochrane while performing on-call duties.
8. All other duties as assigned.

Desired Minimum Qualifications

- ◆ Grade 12 Diploma. Post-secondary in electronics and/or information technology field preferred.
- ◆ Excellent computer skills (MS Word, Excel, Outlook)
- ◆ Knowledge of Calix, Metaswitch, Comtred, T/Mon and Ubiquiti systems an asset.
- ◆ Knowledge and experience with telecommunications systems and installations.
- ◆ Knowledge of data systems.
- ◆ Good interpersonal and communication skills
- ◆ Good physical condition.

- ◆ Ability to successfully complete all telecommunications and safety-related courses required.
- ◆ Valid Class G Driver's license.
- ◆ Candidate must maintain residency, or have identified accommodation during all scheduled standby/on-call periods of employment, permitting not more than a 30 minute response time to CTS Main Office in Cochrane
- ◆ Experience driving bucket / radial arm vehicles
- ◆ Ability to lift up to 50 lbs frequently

Necessary Knowledge, Skills and Abilities

- ◆ Good problem-solving skills
- ◆ Bilingualism is an asset.
- ◆ Organizational and time-management skills
- ◆ Knowledge of MS Software
- ◆ Knowledge and experience of telephone systems
- ◆ Knowledge of Data Systems
- ◆ Knowledge of DSL Systems
- ◆ Must not be colour vision deficient

Tools and Equipment Used

- ◆ Trucks/ vans
- ◆ Bucket/ radial arm truck
- ◆ Trencher
- ◆ Computers
- ◆ Diagnostic equipment (various)

Personal Protective Equipment

- ◆ Work Clothes (Arc Flash)
- ◆ Safety Boots
- ◆ Hard Hat (as required)
- ◆ Safety Glasses (as required)
- ◆ Others as assigned

Environmental Factors

- ◆ This position requires outside work in possible temperature extremes (summer / winter).
- ◆ May require walking through heavy snow, on slippery surfaces or uneven terrain.

Physical Demands

Frequency: Constantly – 5 hrs/day plus; Frequently – 2-5 hrs/ day; Occasionally – 0-2 hrs/ day

	Const	Freq	Occ	Never	Comments
MOBILITY					
Sitting			X		
Standing	X				
Walking		X			
Lying Down			X		
Running				X	
Bending	X				
Crouching	X				
Kneeling	X				
Crawling			X		
Twisting			X		

Balancing			X		
Throwing			X		
Climbing –arms & legs		X			
Climbing – legs only			X		
Neck – Neutral			X		
Neck – Flexion		X			
Neck – Extension			X		
Neck – Rotation			X		

	Const	Freq	Occ	Never	Comments
STRENGTH					
Lifting – floor to knees			X		30-50 LBS.
Lifting – knees to waist		X			30-50 LBS.
Lifting – waist to shoulder		X			TERMINALS
Lifting – over head			X		RAISING PRODS
Carrying – with handles	X				VARIOUS TOOLS
Carrying – without handles	X				EQUIPMENT
Pushing			X		CABLE
Pulling			X		CABLE
Reach – above shoulder		X			LINE WORK
Reach – shoulder level	X				LINE WORK
Reach – below shoulder		X			LINE WORK
Gripping	X				PULLING CABLES
Pinching			X		WIRING
Foot Action			X		
Hearing – Conversations		X			
Hearing – Other sounds	X				EQUIPMENT + HEAVY EQU, CENT. OFF.
Vision – Far		X			
Vision – Near		X			
Vision – Colour	X				DIFFERENTIATE WIRES
Depth Perception		X			
Feeling – Tactile		X			
Reading	X				SERVICE ORDERS
Writing	X				SERVICE ORDERS
Typing		X			REPORTS / DSL WORK
Speech	X				

	Const	Freq	Occ	Never	Comments
WORK ENVIRONMENT					
Inside Work	X				
Outside Work		X			
Hot Conditions (>25°C)			X		DURING SUMMER
Cold Conditions (<10°C)		X			DURING FALL/ WINTER MONTHS
Humidity			X		DURING SUMMER
Dust			X		
Vapour Fumes			X		EXHAUST
Proximity to moving objects		X			
Noise		X			
Electrical Hazards		X			
Sharp Tools					
Operate Machinery / Vehicles		X			
Radiant/ Thermal Energy				X	
Slippery Conditions		X			

Heights		X			
Vibration			X		
Chemical Irritants			X		
Congested Worksite			X		
Lighting – Direct		X			
Lighting – Indirect		X			
Lighting – Adjustable			X		EXTENDING LIGHTS
Lighting – Shadows			X		BASEMENTS / CONFINED SPACES
Travelling		X			

	Const	Freq	Occ	Never	Comments
PSYCHOLOGICAL					
Work as a Team			X		
Work Alone	X				
Interact with Public	X				
Work to a Deadline	X				
Decision Making	X				
Judgement	X				
Attention to detail	X				
Irregular / Extended hours			X		OVERTIME / ON CALL
Opportunity for task rotation		X			

Additional Comments: