

SENIOR COMMUNICATIONS NETWORK TECHNICIAN

PURPOSE AND NATURE OF WORK

Position supervises and participates in taking calls from customers experiencing problems while subscribing for television, internet and telephone services over the LUS Fiber communications system. Incumbent works under the general direction of the Communications Field Operations Supervisor and has supervisory responsibilities for a technical staff, including their training and ensuring they are capable of analyzing customers' technical problems related to video, telephone, or data equipment, software, and / or service, as well as resolving problems in an efficient and timely manner.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Supervises, trains, and participates in the work of technical specialists taking calls from customers with problems such as loss or degradation of video signal, internet connection, telephone service, and e-mail services. Technicians initiate remedies to reported problems using system management hardware / software and troubleshooting techniques. Keeps records and logs appropriate to services rendered.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of communications system equipment and operating systems used to provide telephone, television and internet services to subscribers.

Current knowledge of computer operating systems and configurations, video equipment, and telephone equipment, commonly used by communications system subscribers.

Ability to analyze and identify problems and quickly solve problems reported by users.

Ability to form and maintain effective working relationships with other employees, customers, elected officials and general public.

Ability to communicate clearly, verbally or in writing.

DESIRABLE EDUCATION AND EXPERIENCE

Completed vocational technical school in electronics or equivalent telecommunications specialties supplemented by substantial working experience in computer networks, as well as telecommunications, or an equivalent combination of education and experience.