**Job Title:** Cable Locator Technician **Direct Reports:** No

**Job Type:**  Full-time, Non-exempt **Reports to:** Service Manager

**Hours:** 8a-5P **Department:** Outside Plant

**Job Summary**

This position will support the organization through cable and fiber location, troubleshooting and repairs, conducting tap and station audits, and installation of new services.

**Key Essential Functions and Duties**

* Locates fiber and cable for the purpose of ensuring construction can occur without disrupting service to customers
  + Tasks may include operating the cable locator, reading staking sheets, flagging or painting locations, attending construction meetings, working with contractors, tracking buried cable, locating buried copper and fiber facilities as requested and needed, collecting and organizing Blue Stake request tickets
* Maintains records accurately
  + Tasks may include filing and keeping copies of all Blue Stake requests, documenting and keeping records of facility problems and repair work, recording the work performed on the appropriate company paperwork, etc.
* Troubleshoots and repairs problems for the purpose of ensuring customers receive the services they have purchased from the company
  + Tasks may include receiving trouble reports regarding phone, data, video, and wireless systems, using testing equipment and tools to test and troubleshoot the OSP facilities and CP wiring and equipment to resolve problems, traveling to the site of the trouble in a timely manner, assessing the problem using the appropriate equipment, taking the corrective action, interacting with the customer in an appropriate manner, cleaning up the work area and leaving it neat, etc.
* Conducts tap and station audits for the purpose of ensuring optimal service is provided to customers
  + Tasks may include checking cable condition, checking grounding in pedestals, repairing as needed, checking NUI connections and grounding in the house or business and repair as needed, etc.
* Installs new services for the purpose of ensuring customers receive the services they have purchased from the company
  + Tasks may include installing and terminating wiring and other plant related items, interacting with Central Office equipment and peripherals, interacting with the customer, cleaning the work area after completion, completing the necessary company paperwork, provisioning and overlay customer ports for various services like telephone, data, and video, installing CAT5 cabling as needed, terminating and testing connector ends, explaining services, training customers as needed to operate and use equipment, answering questions, etc.

**Other Functions**

* Other tasks as assigned

**About You – Education & Experience**

Should demonstrate abilities in the following areas:

* Exceptional teamwork – and delegation where needed for working with coworkers
* Strong customer service and communication skills for working with everyone
* Negotiation and persuasion with vendors and customers
* Independent problem solving and planning/organization skillsets
* Comfortability with having daily and weekly interactions via phone, email, and face to face contact to complete tasks

All West believes the following will help our employees succeed in the role:

* High school diploma, required
* A valid UT driver’s license and good driving record, required

Ongoing training will be required by the company.

Job specific training within the company must be completed within six months.

**Work Environment**

Works in an outdoor environment and may require occasional bending, carrying, lifting up to 40 lbs. independently. May squat, twist, turn, and require frequent use of manual dexterity and visualization of computer equipment. Will make frequent use of general office equipment, computers, and phone systems.

Occasional travel required. May be required to work hours outside of standard work schedule. Occasional overtime required.

Acknowledgment:

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EMPLOYEE SIGNATURE DATE

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SUPERVISOR SIGNATURE DATE