

Job Description – Enhanced Premise Technician

Job Title: Enhanced Premise Technician Job Title Code: 50058288	Wage Scale: TBD Pension Band: TBD
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Position Overview:

Position is responsible for interacting with Lumen customers professionally and courteously, remotely or in person to review and discuss service order requirements. Persons in this position will be expected to: evaluate customers’ service needs in addition to recognizing and suggesting additional/alternative services as appropriate. Position is responsible for installing, repairing, and testing residential and small business telecommunication services and broadband products and services . These responsibilities include enabling wireless/wired networks on company-approved modems/routers, connecting wires and cables to terminals, and attaching/detaching various kinds of hardware to wires, cables, buildings, poles and inside facilities from the cross-connect or serving terminal up to and inside the customer’s home.

Major Responsibilities of the Position:

- Install, maintain/repair, remove, rearrange, program, test and troubleshoot residential/small business products and services, including but not limited to POTS, HSI, Networking and fiber from the cross-connect or serving terminal into the customer’s premise.
- Set up, reconfigure, maintain, and troubleshoot customer’s wireless/wired home network, including but not limited to: wireless modems; LAN peripherals such as Wii; printers; IPTV; other wired and wireless communication devices linked into the home network.
- Complete various splicing connections on new and existing cable, fiber, wire and connects wires and cables to terminals and attach/detach various kinds of hardware to wires and cables. This includes cabling various electronic components (e.g., routers, computers, TVs, stereo systems and home entertainment systems) and installing/maintaining/repairing inside wiring and jacks.
- Utilizes hand tools, power tools and specialty tools, including test equipment (i.e., VFL, ONX, OTDR) and/or laptop computer to install or repair and confirm product/service functioning properly, to troubleshoot and take appropriate action, and/or to coordinate repair and service issues with the applicable test center or other designated employees.
- Read and interpret customer service orders, repair tickets, technical (i.e., mechanical, electrical, digital) drawings, maps, blueprints, diagrams, etc., and perform specified work.
- Receive service orders and repair tickets from supervisor or other designated employees and performs specified work.
- Complete designated amount of work in a specified timeframe with a high degree of quality, adjusting work assignments or schedules to meet changing work-related priorities or demands.
- Interact with customers professionally and courteously via telephone and on the premises. Review and discuss service order requirements with customers, evaluating customers’ needs in addition to recognizing and suggesting additional/alternative services as appropriate.
- Confirm/update trouble reported or services ordered, review billing information, respond to questions on features/usages/applications/capabilities of equipment and services, review systems configuration. Test equipment, lines and services to verify proper installation and/or repair.
- Identify/explore additional revenue generation opportunities.

- Work well with others to achieve common goals and to foster a cooperative climate, as well as to work independently in the field with little supervision.
- Uses laptop for various purposes, including but not limited to: checking email, reviewing ticket or circuit information, running test routines.
- Work with telecom color-coded wires and cables. Work with basic electricity, as it relates to telecommunications.

Work Environment:

- Must work varying shifts and hours including possible mandatory overtime, weekends and holidays.
- May be assigned to work out of town for varying lengths of time.
- Requires a valid state driver's license and a satisfactory driving record.
- May climb and work at elevations (e.g., from ladders, poles) exceeding 18 feet.
- When working aloft with ladders or other equipment with weight-capacity ratings, employees must adhere to the Company safety policy and equipment weight requirements.
- May work in confined spaces (e.g., attics, crawl spaces).
- May perform strenuous physical activities including, but not limited to lifting objects weighing over 75 pounds.
- May perform job activities outdoors in different weather conditions (e.g., extreme cold and/or heat, inclement weather).

Education/experience:

- High school diploma
- 0 to 2 years of experience