



Job Brief

Services Technician (I&R) [CWA09]

Report ID : NMIC-RPT.STF.022

Report Date : 02/14/2025 10:11:57 AM PDT

Job Key : 61024124 Job Title : Services Technician (I&R) [CWA09]

GENERAL INFORMATION

Job Brief Date : 04/20/2001
Revised Date : 02/20/2024
Wages : WS11
Time in Title (TNT) : 18 Months
Job Family : Technical-Outside
Business Unit(s) : California Markets
 California Markets
 Corporate Support
 Corporate Support
Discipline(s) : A/I/M
 Data Communications
Region : West Region

GENERAL DUTIES

SOME OF THE TASKS AND DUTIES

A/I/M

- 1) Receives daily work assignments and instructions from supervisor, peers and/or dispatch center, or TAN terminal.
- 2) Communicates with other work groups, customers and vendors on completed work and requests various information regarding new work assignments.
- 3) Must accurately perform time reporting tasks, classify work operations to account codes and explain work charges to the customer.
- 4) Must meet specific qualify, production and safety standards.
- 5) Installs, rearranges, repairs and removes communication facilities which could include inside wiring.
- 6) Performs some repetitive routine work tasks.
- 7) Performs either installation or repair work; sometimes required to do both.
- 8) Works with small hand tools, mechanical equipment in the installation of testing identification, repair and connection of cable facilities.
- 9) Extensive customer contact required, ranging from pleasant to very challenging.
- 10) Will be expected to be the Company's representative and customer's advocate.
- 11) May climb ladders (maximum 32 feet), poles and aerial platforms. Lifting, carrying and extending ladders may be required. (Assistance may be required to lift or carry.) May also be required to climb non-stepped poles with the use of climbers.
- 12) Loads required tools and materials into Company vehicle and travels to work location. Performs routine maintenance and safety checks on Company provided tools, equipment and motor vehicles.
- 13) Works with TAN mechanized systems requiring minimal computer literacy.

BASIC QUALIFICATIONS

TESTS

Test Name	Type	Applicability
Technical Mechanical Test-III (TMT III)	Basic	Required

[VIEW TEST GUIDES](#)

PHYSICAL REQUIREMENTS

Must be able to lift up to 60 lbs.
 Ability to perceive difference in wire and conductor colors.



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Ability to hear test set tones for conductor identification and fault location.
Ability to meet standards of security investigation which, for applicants only, will include fingerprinting.
The maximum body weight load is 325 lbs.

SPECIFICS

Hours

Day and evening shifts. May work an 8 or 10 hour day shift between 7am and 10pm. Shifts are chosen by seniority. May be subject to emergency callout and extended periods of mandatory overtime during adverse weather conditions or emergency restorals. May be scheduled for weekends and holiday work.

ADDITIONAL FACTORS

Required Skills

This job has Required Skills. See attached Skill Code List.

Skills That May Be Required

This job has May Be Required Skills. See attached Skill Code List.

TRAININGS

Classroom and/or on-the-job training. Training may include trainee evaluation. Training could include travel to distant location in or out of state for extended periods of time.

ENVIRONMENT

A/I/M

- 1) Most assignments completed alone.
- 2) Works in customer residence and businesses: high rise buildings, under houses, in basements, attics, manholes and other sometimes wet and/or dirty places.
- 3) Exposed to various adverse weather conditions, e.g., cold, rain, snow, heat, etc.
- 4) May work in cramped areas for extended periods of time.
- 5) Wears safety glasses when handling tools and equipment.
- 6) Wears safety helmet under certain conditions.
- 7) Proper clothing and shoe wear are required for climbing poles.
- 8) May work in close proximity to high voltage transmission lines when working aloft on poles, and/or aerial cable leads and buried plant and may work in close proximity to various chemicals, i.e., radiation, lead, PC, etc.
- 9) May be exposed to dirt, oil, grease, mud, water and insects.
- 10) Performs all assigned work in an effective and efficient manner to meet service deadlines.

SKILLS

Skill Code	Skill Name	Applicability	Skill Description
C1065	Cable Identification	Desired	CORRECTLY IDENTIFIES UNDERGROUND CABLES FROM RECORDS AND UNDERSTANDS THEIR RELATIONSHIP TO EACH OTHER.
C1066	Cable Knowledge	Desired	ABILITY TO SPLICE, MAINTAIN AND PROVIDE NECESSARY SERVICE TO CABLES TO ENSURE UTILIZATION OF THEIR CAPACITY. (INCLUDES ABILITY TO COUNT PAIRS AND RECOGNIZE DIFFERENCE IN TYPES OF CABLES AND KNOWLEDGE OF PATH THROUGH THE NETWORK.)



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Skill Code	Skill Name	Applicability	Skill Description
C1086	Circuitry Knowledge	Desired	UNDERSTANDS THE PRINCIPLES OF TELEPHONE CIRCUITRY IN ORDER TO PROVIDE THE NECESSARY REPAIR OR MAINTENANCE FUNCTIONS. (INCLUDES CIRCUIT CONTROL KNOWLEDGE).
C1102	Common Control Orders Knowledge	Desired	UNDERSTANDS THE RELEVANT PROCESSES AND PROCEDURES ASSOCIATED WITH COMMON CONTROL ORDERS AND CAN EFFECTIVELY PERFORM THE REQUIRED TECHNICAL OPERATIONS.
C1106	Communication Skills (Speaking)	Desired	ORALLY TRANSMIT IDEAS, INSTRUCTIONS AND INFORMATION SO THEY ARE CLEARLY UNDERSTOOD BY OTHERS IN FORMAL OR INFORMAL FACE-TO-FACE SITUATIONS OR ON THE TELEPHONE.
C1117	Communication Terminal	Desired	OPERATION OF COMPUTER EQUIPMENT CONNECTED TO MAINFRAME OR MINI OR WORK STATION COMPUTERS.
C1148	Coordination	Desired	INTERFACE BETWEEN SEVERAL CONTACTS WITHIN AN ORGANIZATION, BETWEEN A VARIETY OF OTHER DEPARTMENTS AND/OR EXTERNAL ORGANIZATIONS TO TRACK AND AND ENSURE COMPLETION OF A TASK PROJECT; MAY INCLUDE COORDINATION OF WORKLOAD ASSIGNMENTS FOR OTHER EMPLOYEES.
C1162	Customer Contact	Desired	ABILITY TO HANDLE QUESTIONS AND CLEAR CUSTOMER (INTERNAL AND EXTERNAL) PROBLEMS AND ENSURE COMMITMENTS TO CUSTOMERS ARE MET BY RESOLVING PROBLEMS AND PROVIDING SERVICES.
C1167	Customer Interface	Desired	PERFORM AS A CUSTOMER CONTACT ON THE DAY-TO-DAY OPERATION OF EFFECTED APPLICATIONS. RESPONDS TO ALL CUSTOMER TROUBLE CALLS AND INQUIRIES.
C1171	Customer Relations	Desired	INTERFACES WITH INTERNAL OR EXTERNAL CUSTOMERS IN A PROFESSIONAL MANNER IN PERSON, ON THE PHONE OR THROUGH WRITTEN COMMUNICATIONS.
C1239	Equipment Testing Knowledge	Desired	UNDERSTANDS THE PROCEDURES FOR TESTING OF TELEPHONE EQUIPMENT AND CAN USE THESE PROCEDURES TO CARRY OUT THE NECESSARY CHECKS.
C1250	Facilities System Knowledge	Desired	UNDERSTANDS THE FACILITIES SYSTEM FUNCTIONS TO THE EXTENT THAT TESTING, REPAIR OR MAINTENANCE IS POSSIBLE.
C1253	Facility - Design/Implementation	Desired	KNOWLEDGE OF FACILITY DESIGN AND INSTALLATION REQUIREMENTS



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C2076	Hardware	Desired	Previous training or work experience with computer hardware (NIC, video cards, Modems, Hard drive, CD-Roms, Memory) and PC configuration
C1302	Installation - Analog	Desired	INSTALLATION, MAINTENANCE AND REPAIR OF ANALOG CIRCUITS. MAY INCLUDE CUSTOMER EQUIPMENT SUCH AS HORIZONS AND DIMENSIONS.
C1304	Installation - Cabling	Desired	PLACING OF COPPER, COAXING INSIDE WIRE AND/OR FIBER FLOOR DUCT OR CONDUIT.
C1305	Installation - Testing	Desired	TAGGING, TESTING AND IDENTIFYING WIRE PLACED.
C1306	Installation - Wiring	Desired	TERMINATION OF WIRE AND CABLE ON CONNECTING BLOCKS AND PLACING CROSS CONNECTS.
C1308	Installation And Repair - Digital	Desired	INSTALLATION, MAINTENANCE AND REPAIR OF DIGITAL MULTIPLEX EQUIPMENT, SUCH AS DDM10000, DACS 11, GRANGER, ETC.
C1312	Installation Knowledge	Desired	UNDERSTANDS THE PROCEDURES REQUIRED TO INSTALL, REARRANGE AND/OR REMOVE COMPLEX TELEPHONE EQUIPMENT.
C1728	Installation Voice/Data Communications	Desired	INSTALL AND MAINTAIN ALL VOICE/ DATA COMMUNICATIONS, I.E. TELEPHONE SETS, FAX MACHINES, DIAL UP MODEMS, LANS, CONTROLLERS, ETC.
C1338	Ladder Safety Knowledge	Desired	UNDERSTANDS AND FOLLOWS LADDER SAFETY PROCEDURES.
C1344	Line Testing	Desired	EFFECTIVELY EMPLOYS THE NECESSARY STEPS AND PROCEDURES TO ENSURE ADEQUATE FUNCTIONING OF TELEPHONE LINES.
C1394	Manual Transmission Knowledge	May be Required	ABILITY TO DRIVE A MOTOR VEHICLE WITH A MANUAL TRANSMISSION.
C1395	Map Reading	Desired	ABILITY TO READ MAPS IN GOING FROM ONE LOCATION TO ANOTHER.
C1408	Measuring Devices/Meters Knowledge	Desired	UNDERSTANDS AND CAN EFFECTIVELY USE THE VARIOUS MEASURING DEVICES AND METERS FOR INSTALLATION, MAINTENANCE OR REPAIR FUNCTIONS.
C1433	Minicomputers Knowledge	Desired	UNDERSTANDS THE USE OF MINICOMPUTERS FOR INSTALLATION, ACCEPTANCE, CORRECTIVE OR PREVENTIVE MAINTENANCE.
C1467	Operations - Private Line	Desired	INTERFACES WITH CUSTOMER TO PROVISION PRIVATE LINE DATA AND MAINTAINS SERVICE INTEGRITY TO SATISFACTION OF THE CUSTOMER.
C1512	Platform Safety Knowledge	Desired	UNDERSTANDS AND FOLLOWS POLE AND AERIAL PLATFORM PROCEDURES.



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Skill Code	Skill Name	Applicability	Skill Description
C1775	Pole Climbing - Stepped	Desired	ABILITY TO CLIMB STEPPED POLES
C1776	Pole Climbing - Unstepped	Desired	ABILITY TO CLIMB UNSTEPPED POLES
C1535	Problem Resolution	Desired	ANALYZING, EVALUATING AND TRACKING SYSTEM PROBLEMS/ TROUBLES AND EQUIPMENT FAILURES UTILIZING KNOWLEDGE AND SKILLS TO AFFECT THE FINAL RESOLUTION.
C1548	Products And Services	Desired	KNOWLEDGE OF TYPES OF PRODUCTS AND SERVICES THE COMPANY PROVIDES AND WHERE TO DIRECT CUSTOMERS.
C1587	Repair Referral	Desired	EFFECTIVELY RECEIVES REQUESTS FOR REPAIR SERVICES AND DISPATCHES THE APPROPRIATE INDIVIDUAL OR REPAIR FUNCTION.
C1602	Safety Awareness	Desired	KNOWS AND FOLLOWS COMPANY POLICY AND PROCEDURES REGARDING SAFETY. MAINTAINS APPROPRIATE LEVEL OF CAUTION WHEN WORKING, LIFTING, OR HANDLING POTENTIALLY HAZARDOUS EQUIPMENT OR MATERIALS.
C1607	Sales And Services	Desired	INTERVIEWS CUSTOMERS TO ASSESS NEEDS; MAKE RECOMMENDATIONS OF COMPANY SERVICES WHICH MEET NEEDS; FACT FINDING TO DETERMINE OR, INVESTIGATE PROBLEMS.
C1622	Service Order Knowledge	Desired	GENERAL KNOWLEDGE OF THE SERVICE ORDER FROM A USER STANDPOINT.
C1623	Service Order Knowledge-Technical	Desired	UNDERSTAND SERVICE ORDER CODES IN RELATION TO CIRCUIT/SERVICE DESIGN, IMPLEMENTATION AND/OR INSTALLATION.
C1471	Service Order Preparation	Desired	FORMAT, CODING AND PREPARATION OF THE PAPERWORK NECESSARY TO INITIATE A SERVICE ORDER. MAY REQUIRE USE OF COMPUTER TERMINAL.
C1473	Service Order Processing	Desired	ENTERING, FILING AND/OR COMPLETING SERVICE ORDERS AND FACILITATING EXPEDIENT MOVEMENT TO NEXT STEP; INCLUDING ROUTINE ORDERS AND UPDATING CUSTOMERS AS REQUESTED. MAY INVOLVE USE OF COMPUTER TEMINAL.
C1673	Testing	Desired	PERFORMING TESTING AND TROUBLESHOOTING OF ELECTRICAL AND ELECTRONIC CIRCUITRY.
C1674	Testing Procedures Knowledge	Desired	UNDERSTANDS AND CAN PERFORM THE VARIOUS TESTS ASSOCIATED WITH MAINTENANCE REPAIR AND/OR INSTALLATION, E.G., MECHANIZED LOOP TESTING (MLT), MAIN DISTRIBUTING FRAME (MDF) IN OR OUT TESTS, VDAS, TMS, AND PM TESTS.



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Skill Code	Skill Name	Applicability	Skill Description
C1680	Time Reporting	Desired	PROCESSING HOURS WORKED, EITHER MANUALLY OR ELECTRONICALLY. MAY INCLUDE COMPLETING FORMS, CODING AND/OR ENTERING.
C1686	Tool Knowledge	Desired	UNDERSTANDS AND USES THE VARIOUS TOOLS REQUIRED FOR BUILDING, MAINTENANCE OR SERVICE SUPPORT FUNCTIONS IN AN EFFICIENT AND SAFE MANNER.
C2056	Trouble Correcting	Desired	EFFECTIVELY IDENTIFIES, ISOLATES AND CORRECTS TROUBLE IN THE SYSTEM OR EQUIPMENT THROUGH CLEANING, ADJUSTING OR RESPLICING.
C1730	Wire Cable Knowledge	Desired	ABILITY TO PERFORM WIRE CABLE TRANSFERS.
C1732	Wiring	Desired	REMOVE INSULATION AND POSITION WIRE, ASSEMBLE LUGS AND TERMINALS, WRAPPING, MECHANICAL ATTACHING, SOLDERING AND DRESSING WIRES, CABLE AND ELECTRICAL CONDUCTORS IN APPARATUS AND EQUIPMENT TO COMPLETE CIRCUITS ACCORDING TO MODELS, DRAWINGS AND DIAGRAMS.

LICENSE/CERTIFICATIONS

Skill Code	Skill Name	Applicability	Skill Description
C1437	Possess valid driver's license.	Required	Possess valid driver's license.

REASONABLE ACCOMMODATIONS

Reasonable accommodations will be made for qualified candidates with disabilities. Essential job functions are identified for specific jobs on job requisition forms.