

TOHONO O'ODHAM UTILITY AUTHORITY

Position Description Network Operations Center Technician

Department: Telephone
Reports To: NOC Supervisor
FLSA Status: Nonexempt
Shift: 8:00 AM – 4:30 PM
Salary Level: 6
Prepared By: Tohono O'odham Utility Authority
Approved By: Mike Bethurem, General Manager
Approved Date: 06/26/2019

SUMMARY

The primary responsibilities will be to communicate with the field staff from a central location and be front line communication from the company to the customers. This position will also take lead in the first response to service troubles for the Central office, Internet department and Cellular service. This position required the ability to interact with personnel from all levels within in the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Communicate with the field staff via two way radio, cellular phone, telephone or through messaging/email.
 - Responsible for transmitting service order and/or trouble information to the field staff for the electric, water and telephone departments and back to the departments.
 - Assist in remote disconnects and reconnects for the electric department.
 - Track vehicles/personnel via software to be more efficient in dispatching service orders and troubles tickets.
- Maintain log of all communications.
- Monitor software for the communications systems - Metaswitch, Calix, etc.
 - First responder to troubles in Telephone, Internet and Cellular operations - if unable to complete first level tasks then communicate with the personnel in the OSP, IT, or Central office to respond to tasks.
 - Assist Central Office to process and verify work order and related paper work.
 - Assign plant info to the service orders for Telephone and DSL, maintain required records.
 - Responsible for monitoring wifi sites
 - Responsible for battery management and maintenance
 - Responsible for network card maintenance
 - Gather information for field locates, process the paperwork with Staking to have the locate completed in a timely manner – maintain a file completed locates for future reference
 - Provide assistance to Cellular customers for mobile devices, includes troubleshooting, communicating with Verizon, Commnet and or other cellular carriers.
 - Recommending replacement of the mobile device through warranty, insurance or customer responsibility

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- Responsible for responding to DSL trouble reports in accordance with managed service agreements, including documenting, repairing or assigning the task to another TOUA area.
- Respond and transfer all incoming telephone calls and routing to the appropriate staff member.

QUALIFICATIONS

- To perform the job successfully, an individual must be able to perform each essential duty satisfactorily.
- Be able to cross-train with other areas in the department.
- The requirements listed below are representative of the knowledge, skill and/or ability required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Required personal characteristics includes: a team player, high integrity, good personal habits, regular work attendance, courteous and friendly, able to work well with diverse groups of people, and ability to gain and maintain the respect of others.

EDUCATION AND OR EXPERIENCE

- Associate's degree (A.A.) or equivalent from two-year college or technical school,
- Three years related experience and/or training; or
- Equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read, analyze and interpret common scientific and technical journals, financial reports and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the business community.
- Prefer ability to converse in the Tohono O'odham language.

MATHEMATICAL SKILLS

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume.
- Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

- Ability to apply common sense to situations and to carry out detailed written or oral instructions..
- Ability to deal with problems involving a few concrete variables in situation where only limited standardized exists.

CERTIFICATES, LICENSES, REGISTRATIONS

- Arizona Driver License

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OTHER SKILLS AND ABILITIES

- Should be ten (10) key proficient.
- Must be computer literate and familiar with a variety of software packages.
- Should have excellent typing skills and be capable of accurately producing forty (40) words per minute,

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to sit; use hand to finger, handle or feel objects, tools, or controls; and talk or hear
- The employee must occasionally lift and/or move up to 30 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.