



HUMAN RESOURCES DEPARTMENT

City of Burlington

179 South Winooski Avenue, STE 100, Burlington, VT 05401

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Vermont Relay: 7-1-1 or 800-253-0191

Telecom Support Specialist Burlington Telecom

POSTING DATE: October 10, 2013

DEADLINE TO APPLY: October 24, 2013

RATE OF PAY: \$20.86/hr

POSITION STATUS: Limited Service Full Time

EXEMPT/NON-EXEMPT: Non-Exempt

CLASSIFICATION GRADE: BT Range 7

APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

This position is mainly responsible, for FTTP (Fiber-to-the-Premise) installations, maintenance and repair of Burlington Telecom's transmission and distribution system. The position shall also serve as part of the customer service support team and shall be responsible for providing administrative support to internal and external customers.

ESSENTIAL FUNCTIONS:

- Perform the installation, maintenance and repair of the transmission and distribution system.
- Participate in distribution system construction projects including any cost estimates.
- Ensure that FTTP (Fiber-to-the-Premise) installations and repairs conform to adopted industry standards.
- Part of the Burlington Telecom team to ensure any and all work performed is in support of all corporate goals and commitments to service.
- Ensure a safe working environment for self, employees and general public, by practicing work methods and elements in compliance with all applicable local, state and federal codes, standards, laws, and regulations; including, but not limited to National Electric Safety Code and OSHA.
- Participate in training opportunities as assigned and required.
- Identify and develop field equipment and hardware specifications.
- Create and maintain accurate, detailed records of Burlington Telecom's cable distribution system using facilities management system.
- Execute the closing of work orders after final job completion.
- Inventory control of equipment, including assignment of inventory to customer's account.
- Restoration of system outages related to the distribution system.
- Planning and design of distribution system improvements.
- Work in a supportive role with Network Operations for operation of the Class 5 voice switch to include installation, provisioning and maintenance.
- Work in a supportive role with Network Operations for operation of the electronics transport system to include installation, provisioning and maintenance.
- Preparation of the Outside Plant area's budget.
- Investigation and resolution of customer complaints regarding service as related to distribution system.
- Receive incoming calls and internal processing of service orders from inception to completion using multiple interfaces.
- Serve as the primary back-up for customer service, which shall include vacation time, sick time and high call volume periods.
- Support customer service team in the field to promote and sell offerings to individual customers.
- Must wear safety equipment, including, but not limited to; high voltage rubber gloves, safety glasses, hard hat, hearing protection and safety harness.
- Must be able to work independently and as part of a mixed team in a fast-paced, complex, detail-oriented office environment and field, that features many repetitive tasks and deadlines.

QUALIFICATIONS/BASIC JOB REQUIREMENTS:

- Associate's degree in telecommunications, business or related discipline, or graduation from recognized industry certification programs in related hardware and software and five years experience in the construction, maintenance, repair and operations of telecommunication systems. Relevant experience may be substituted for educational requirements.
- Demonstrated experience in FTTP installation, maintenance and repair and the associated practices required.
- Demonstrated hands on experience with fiber optic splicing required.
- Knowledge of optical splitters and associated splicing practices required.
- Ability to read and interpret complex schematics, drawings, specifications, manuals and plans required.
- Must possess strong written and verbal communication skills and an ability to interact with coworkers and the public.
- Demonstrated ability to operate personal computers required.
- Ability to pass a pre-employment drug screening required.
- Ability to train for pertinent industry safety rules, practices and standards required.
- Ability to obtain and maintain First Aid and CPR certification within three months of date hired.
- Ability to work nights, weekends and holidays required.
- Ability to obtain and maintain a valid drivers license required.
- Ability to maintain confidential information.
- Must be flexible and able to handle multiple tasks concurrently adjusting priorities.

To Apply: Submit cover letter, resume and a City of Burlington Application by to: Human Resources Department, 179 So. Winooski Ave., Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR.

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.