

TRI-COUNTY ELECTRIC MEMBERSHIP CORPORATION
POSITION SPECIFICATIONS/DESCRIPTION

POSITION: Fiber Maintenance Technician
REPORTS TO: Outside Fiber Plant Manager
DEPARTMENT: Operations
DIRECTS: None
EFFECTIVE: January 2025
EXEMPT STATUS: Non-Exempt

PURPOSE OF POSITION: A skilled Fiber Maintenance Technician is responsible for installing, maintaining, and repairing fiber infrastructure, ensuring reliable service for our customers. The ideal candidate will have strong technical knowledge, excellent customer service skills, and the ability to troubleshoot and resolve issues efficiently.

MINIMUM JOB SPECIFICATIONS:

Required:

- High School Graduate or equivalent
- Minimum of five years of Fiber installation experience
- Excellent oral and written communication skills
- Interpersonal skills to interact with customers and employees
- Excellent customer relation skills
- Personal computer skills
- Demonstrated ability to successfully balance and complete numerous tasks and job functions simultaneously
- Ability to proficiently address and resolve customer inquiries; to effectively conduct customer interviews
- Passing Tri-County EMC's physical exam
- Must have a valid Georgia driver's license with a verifiable safe driving record

Preferred:

- Associate's degree
- Experience using an OTDR, fiber splicing, Calix equipment and cloud platforms, OMS, and/or GIS mapping systems
- General knowledge of cooperative/fiber safety practices
- General knowledge of National Electric Safety Code (NESC) and city and state codes

PHYSICAL DEMANDS: *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Must be able to lift 50 pounds unassisted
- Must be able to work outside in all types of weather (heat, cold, rain, wind, storms, etc...)
- Must be able to work in confined spaces such as pits (underground repairs) and fiber huts
- Must be able to tolerate environmental conditions associated with confined spaces
- Must be able to work from a ladder while using the required hand tools
- Must be able to work from a bucket while using the required hand tools

Examples: Work performed primarily in the field along the electrical route installing or repairing FTTH as needed.

WORKING CONDITIONS:

90% outside - traveling within service area

10% inside office

Outside in all weather conditions and terrains

Operation of electronic equipment and vehicles

Exposure to hazardous conditions, such as electrical and line apparatus, stray voltage, dogs, insects, reptiles, and toxic vegetation

WORKING RELATIONSHIPS:

Internal: Two way communication with immediate supervisor to receive direction; to provide work-related information; with supervisor to receive training and guidance; with other departments to secure support information and forward necessary correspondence and records.

External: Provides required information to external contractors, as required. Effectively interacts with customers to promote and explain policies, rates, procedures and programs for Tri-CoGo. Demonstrates an awareness that the job exists to effectively serve each and every customer, and at every opportunity to achieve increased customer and public understanding for support of the Corporation.

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TRI-COUNTY ELECTRIC MEMBERSHIP CORPORATION

KEY RESPONSIBILITIES/PERFORMANCE STANDARDS DESCRIPTION

Fiber Maintenance Technician

NOTE: The following are major responsibilities of this position. They are not intended to cover each aspect of the position as the scope and duties of a given position may change or be temporarily altered based on the business needs of Tri-CoGo. The basic requirement of every position is to perform all tasks as assigned by leadership.

- Resolve, repair, and install fiber optics systems and ensure that they work properly
- Examine and replace faulty and old fiber optic cables and organize scheduled maintenance routines
- Install aerial and buried fiber drops on customer premises
- Record light levels and correct levels that are out of spec
- Formulate and maintain system records and system designs
- Assemble fiber cable and pole attachments according to design specifications
- Performs tasks associated with the prepping and splicing of fiber lines
- Basic daily maintenance of provided vehicle-check fluids, clean and organize vehicle
- Maintain proper inventory on vehicle based on work assignment
- Install/repair fiber lines in trenches and/or pedestals using various hand tools
- Test, activate, and troubleshoot equipment after installation
- Prepare paperwork to track daily production, and accurately record completed work on job site blueprints
- Maintain a safe work environment and adhere to all relevant guidelines and protocols
- Promote all programs and services of the cooperative and affiliates
- Perform other related duties as required and assigned