

Business Technician I

Summary

Job Title

Business Technician I

Department

Business Operations

Description

Business Technician I, II & III: these positions serve as experienced installation and repair technicians. The BT I & II will have the ability to install all voice, internet and video products offered by Polar to customers as well as perform trouble shooting and repair of the membership services on site. The BT's will be able to perform all functions of the essential job functions below at an advanced level, in addition to having outstanding face-to-face communications skills with business and residential clients. BT I & II have the ability to test, prepare and splice fiber optic cable to an intermediate degree, if and when necessary. The ability to operate proficiently with electronic tools to perform work within the operating system, including laptops and smart phones is necessary. The BT I & II have an advanced understanding of the local distribution network. The BT I & II will participate in the standard on-call rotation.

The employee performing in the position will be directly responsible to the Business Services Supervisor. In his/her absence the employee shall be responsible to the Chief Business Development Officer (CBDO). The employee shall cooperate and work with all other departments for the maximum benefit of the company or as directed by the supervisor.

The employee shall work a regular 40 hour week as scheduled by the supervisor. This position does qualify for overtime. The compensation is to be determined within the confines of the wage scale established in the prevailing labor contract. The employee must live within 60 miles of the reporting site.

The employee shall adhere to approved published company policies and receive all benefits and privileges cited therein.

This employee must possess an exceptionally positive attitude and have the ability to work and get along with other employees. As the opportunity arises, be able to meet with and deliver exceptional customer service to Polar's customers.

Department: Business Development
Reports To: Business Services Supervisor
FLSA Status: Nonexempt
Prepared By: Human Resources
Approved By: Chief Business Development Officer
Approved Date: 10.6.23

Requirements

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides excellent customer service to all customers. Answers inquiries in an informative and polite manner or references questions to the appropriate channels.
- Promotes sale of products and features while educating customers on their use. Handles customer concerns or issues that arise from the use of Polar services.
- Installs, programs and maintains data equipment, including routers, switches and firewalls, via personal computer.
- Installs and maintains alarm equipment via personal computer.
- Installs and maintains video surveillance equipment.
- Installs and maintains customer premise wireless internet equipment.
- Installs and maintains special circuits.
- Installs and maintains security systems equipment.
- Installs and maintains customer premise FTTH equipment.
- Installs and maintains customer premise IPTV equipment.
- Installs and maintains customer premise wire, cable and cable terminations.
- Installs, programs, repairs and maintains telephones.
- Installs station protection.
- Maintains subscriber protectors, terminations and grounding.
- Ability to troubleshoot fiber optic lines using an OTDR as well as splice fiber as needed.
- Installs, programs and maintains all PBX, HPBX and key system installations including performing software programming via personal computer.
- Ability to perform locates and maintains underground CATV, Copper, and Fiber facilities accurately and independently.
- Provides technical – related sales and service insight to best fit the operational needs of the customer.
- Tests, locates and clears station troubles.
- Keeps accurate records, time sheets, material tickets, accident reports, and vehicle records.

- Stays informed of all company policies, procedures and participates in all safety and training meetings.
- Reads and interprets cable records, staking sheets, circuit diagrams, maps, work orders, service orders, blueprints, jumper running list and equipment manuals.
- Uses all personal protective equipment provided as needed.
- Assists in testing of new products or services as needed.
- Completes all other duties as assigned by Business Services Supervisor.
- *These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

A Business Technician I Classification:

- Telecom Training and Safety Customer Service 10 Hrs.
- Calix Academy Advanced Training 10 Hrs.
- Viavi Gig Meter Training 8 Hrs.
- Power Limited License, 2 Hrs.
- Backhoe/Ditch Witch OJT 20 Hrs.
- Bucket Truck/Forklift Certification 2 Hrs.
- Locate Unlimited 3 Hrs.
- Locate facilities hands on training 4 Hrs.
- Wireless Crash Course, 32 Hrs.
- Understanding Wireless 4 Hrs.
- Network Basics, 20 Hrs.
- Understanding Network (1), 4 Hrs.
- Understanding Network (2), 4 Hrs.
- Understanding VoIP (1) 3 Hrs.
- *Certifications must be maintained to continue at that level.

- Installs and maintains voice, data and video services.
- Proficient understanding of the facilities of the local distribution network.
- Maintains and repairs existing equipment by using testing equipment to locate line trouble. Determines necessary repairs as needed.
- Installs, maintains, tests, and repairs all voice, data and video services.
- Promotes additional revenue opportunities for the company. Upsells services to the customer when applicable and/or passes on pertinent information to the sales or customer service departments.
- Consults with customers to isolate trouble and propose acceptable solutions.
- Knowledge of computer and network hardware and software.
- Skill in operating various equipment including but not limited to:
 - Routers
 - Switches
 - Firewalls
- Knowledge of the Company's billing and financial software.
- Skill in operating various office equipment such as personal computer, various software programs, general office equipment, and telephone systems.
- Skill in reading and interpreting technical documents and information.
- Considerable knowledge of English, spelling, arithmetic and vocabulary.
- Considerable skill in communicating expectations with requests and projects and follow through to completion.
- Advanced reasoning ability with skill in identifying problems and resolutions.
- Considerable ability to communicate well with a positive and friendly manner, both orally and in writing.
- Considerable ability to maintain efficient workflow.
- Ability to pay close attention to detail and the ability to maintain memory for an attention to details.

CERTIFICATES, LICENSES, REGISTRATIONS

A valid and insurable driver's license in good standing under Company's insurance plan is required for all Business Technician levels.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions upon request.

By signing below I am indicating that I have read the essential requirements and responsibilities for this position.

Signature

Date

Key Responsibilities

Results

INSTALLATION & REPAIR RESPONSIBILITIES 50%

1. Ability to install and maintain customer premise FTTH equipment.
2. Ability to install and maintain special circuits.
3. Ability to install and maintain customer premise wireless Internet equipment.
4. Ability to install and maintain video surveillance equipment.
5. Ability to install, program and maintain data equipment, including routers, switches and firewalls, via personal computer.
6. Ability to install, program and maintain all PBX, HPBX and key system installations including performing software programming via personal computer.
7. Ability to perform locates and maintains underground Copper and Fiber Facilities accurately and independently.
8. Ability to troubleshoot fiber optic lines using an OTDR in an efficient manner.
9. Ability to splice fiber in an accurate and efficient manner.

TIME MANAGEMENT & CUSTOMER SERVICE RESPONSIBILITIES 50%

1. Engages with the customer to provide technical-related sales and service insight to best fit their needs.
2. Keeps records, time sheets, material tickets, accident reports, vehicle reports measurements and any other clerical forms associated with the job responsibilities.
3. Demonstrates dependability through good attendance and adherence to timelines and schedules.
4. Promotes sale of products and features and educate customers on use of equipment in a professional manner.

5. Demonstrates safety in the workplace at all times including while traveling to customer locations.
6. Answers customer inquiries in an informative and polite manner or refers questions to the appropriate supervisory personnel.
7. Portrays a neat appearance for meeting the public on a daily basis.
8. Stays informed of all company policies, procedures and participates in all safety and training meetings.

Core Values

TECHNOLOGY & INNOVATION 25%

1. Embraces technology and understands its importance
2. Believes in and promotes innovation.
3. Seeks opportunities for professional and/or personal development.
4. Adapts well to change.

PEOPLE DRIVEN 25%

1. Understands others point of view.
2. Works to build and maintain relationships.
3. Accepts and uses feedback to maintain and improve performance.
4. Respects self and others consistently.

TEAMWORK 25%

1. Takes the initiative to help out without being asked.
2. Shows support for other departments and helps out when needed.
3. Utilizes effective communication skills that includes listening, and communicating in both written and verbal format.
4. Takes responsibility for actions consistently.

COMMITMENT 25%

1. Takes pride and ownership in the company.
2. Positively represents the company's image in order to better the community.
3. Continues to create a positive customer experience in a direct or indirect role.