



**Position Title:** Communication Specialist

**FLSA:** Non-Exempt

**Reports to:** Outside Plant Supervisor

**Direct Reports:** No

**General Summary:**

The Communications Specialist, at Northwest Communications Cooperative, performs required work for a wide range of exchange operation, including the construction, maintenance and servicing of telephone lines, instruments, cable terminals, protection devices, central office equipment, and other related equipment. Installing and servicing home and business security and alarm systems as demand for this increases. In addition to these duties he/she will assist other work groups as required.

**Essential Job Functions:**

- Responds to service orders for installing, upgrading, changing or removing customer's service and/or equipment.
- Installs, removes, makes changes and provides maintenance for residential and business service.
- Installs and maintains customer premise wiring and equipment.
- Aptitude to research and keep abreast of new products and services in the security and alarm industry.
- Splices copper and fiber cables. Performs tests on cables and documents information required for the system records as directed by the supervisor.
- Installs and maintains distribution plant for Telephone, CATV and Internet systems.
- Performs installation and maintenance of Central Office and Head End equipment when assigned.
- Coordinates with plant and commercial staff to update records upon job completion.
- Performs jobs such as pole climbing, ladder climbing, digging, trenching, aerial bucket and other related jobs safely. Will ensure that the proper safety equipment is used at all times and that safety of all workers and the public are of utmost importance.
- Completes trouble tickets, service orders, time sheets and other necessary forms as required.
- Performs preventive maintenance on NCC's facilities and reports any unsatisfactory conditions to his/her supervisor. Conducts minor central office repairs. Installs, tests and maintains special circuits as required.

- Maintains a ND Class D driver’s license.
- Ensures that all vehicles and building sites are maintained properly.
- Performs all other related duties as assigned by management\*

\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 10% of time spent. However, these tasks still constitute important performance aspects of the job.

**Knowledge, Skills, and Abilities:**

- Knowledge and familiarity with home/business security and alarm systems.
- Knowledge of testing, switching, electronic equipment and all types of cable.
- Familiarity with plant records, staking sheets, specifications and circuit diagrams.
- Understanding of digital technology and preventive maintenance procedures.
- Skill in operating service equipment including various hand tools and testing equipment.
- Ability to work independently and make sound technical decisions using information at hand.
- Ability to effectively function as a team player.

**Education and Experience:**

High School diploma and the knowledge and skills usually acquired through training in electronics and one to two years of job-related experience in security and alarm systems.

**Related Skills**

Pay close attention to detail and work schedules. Work effectively, with minimal supervision, with other plant employees. Assume rigorous physical workload.

**Physical Requirements**

	0-24%	25-49%	50-74%	75-100%
<b>Seeing:</b> Must be able to read computer screen and various reports.				X
<b>Hearing:</b> Must be able to hear well enough to communicate with employees				X
<b>Standing/Walking</b>				X
<b>Climbing/Stooping/Kneeling</b>			X	
<b>Lifting/Pulling/Pushing</b>			X	
<b>Fingering/Grasping/Feeling:</b> Must be able to write, type, and use phone				X

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Somewhat disagreeable working conditions due to the continuous exposure to one or more of the elements listed above. Exposed to one element continuously or several elements occasionally, but usually not at the same time.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.