



**Position Title:** Communication Specialist Internship

**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. The NCC internship program will expose candidates to the daily implementation of all aspects of the NCC product suite.

**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 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 ladder climbing, digging, trenching, 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.

**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.