

Regional Service Representative

Department: Network Operations
Reports to: Network Services Team Lead
FLSA Status: Non-exempt

General Summary

Will be responsible for building relationships and working directly with local leaders, agencies, businesses and other organizations. Must have strong knowledge of our company products and services in both business and residential offerings. Will be responsible for installs, tests, maintains, and repairs various technology solutions, including but not limited to, VoIP Phone Services, High Speed Internet, Digital Television, IP Cameras, Home Security, and Home WiFi Networks, hands-free telephones, data sets, fax machines, intercom systems and alarm systems. Will be customer focused and a positive team player who will contribute to the overall success of WCTEL.

Essential Job Functions

- ◆ Install and maintain services in customer home or business upon order receipt. Conducts acceptance tests following installation of new equipment.
- ◆ Install optical network terminals (ONTs) at customer premise. Extend services from the ONT to various customer network equipment such as routers, switches, video set top boxes, computers, phones, and other IP equipment.
- ◆ Install and maintain customer networks, including wired LAN networks and wireless Wi-Fi networks. Assist customer with connecting devices to the network.
- ◆ May install and repair other nonregulated equipment and services.
- ◆ Perform skilled troubleshooting of the network equipment and infrastructure, from the central office to ONT to CPE to end devices.
- ◆ Respond to trouble tickets within acceptable company timeframe standards.
- ◆ Resolve customer trouble tickets over the phone talking customer through troubleshooting steps where possible.
- ◆ Perform advanced troubleshooting on Customer Premise Equipment (CPE).
- ◆ Install services and facilities according to engineered work orders or service orders in compliance with RUS and NEC standards.
- ◆ Perform testing and splicing of fiber optic cables and copper cables.
- ◆ Locate buried copper and fiber optic cabling.
- ◆ Meet documentation timeframe standards for closing trouble tickets, service orders, timesheets, etc.
- ◆ Record and report all record changes immediately to Service Center.
- ◆ Complete inventory replenishment requests as needed.
- ◆ Keep service truck clean, organized and stocked with required inventory to perform job duties.
- ◆ Ensures OSP facilities are maintained to RUS and telecom industry standards.
- ◆ Be the face of WCTEL, championing the company as a key player in the local community.
- ◆ May confer with customers to further determine problems and acceptable resolutions.
- ◆ Performs all other related duties as assigned by management*.

Knowledge, Skills and Abilities

- Knowledge of fiber to the home (FTTH) technology and equipment.
- Knowledge of VoIP communications and IP technology.
- Knowledge of WiFi standards and best practices.
- Knowledge of various operating systems.
- Knowledge of company products and services to make referrals and help in the selling process and to be a trusted advisor.
- Knowledge of data networking and broadband Internet services.
- Knowledge of basis electronics and circuitry.

**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.*

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.

- Knowledge of sales practices and principles.
- Skill in project management and problem solving.
- Skill in operating service equipment including various hand tools and test equipment.
- Skill in reading cable records, staking sheets, specifications, and circuit diagrams.
- Skill in basic computer use to organize work, configure and troubleshoot equipment, and complete time reports, service orders, and trouble tickets. Able to use word processor and spreadsheet programs.
- Ability to talk with customers over the phone providing troubleshooting steps to resolve trouble tickets remotely without requiring a visit to the customer premise.
- Ability to communicate with co-workers and various business contacts in a professional and courteous manner during sensitive and confidential situations.
- Ability to maintain the trust and respect of connecting companies to enter and work in non-West Carolina Tel and non-affiliate facilities.
- Ability to configure and troubleshoot IP equipment and networks using basic protocols such as telnet, ping, IP config, FTP, etc.
- Ability to install copper or fiber wiring at the customer premise. Including work in crawl spaces, attics, and wall fish requirements.
- Ability to read and interpret technical documents such as operating and maintenance instruction manuals, technical specifications, troubleshooting procedures, etc.
- Ability to work independently and make sound technical decisions using information at hand.
- Ability to organize and prioritize multiple work assignments.
- Ability to effectively function as a team player.
- Ability to work overtime when required/scheduled. Overtime and callback work will be necessary on occasion.
- Ability to obtain DOT Certification.
- Ability to work aloft.
- Ability to obtain and maintain a valid driver's license.
- Ability to actively participate in the team environment that will foster forward thinking, innovation and creativity to meet the needs of the company now and in the future.

Education and Experience

Two Year Technical Degree or equivalent, plus two years of experience in Technology related field. DOT Certification required. A+ and Net+ certifications are preferred. Bucket Truck experience a plus.

Physical Requirements

	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking: Must be able to move about work site.			X	
Climbing/Stooping/Kneeling: Must be able to stoop, kneel and crawl to perform installations.			X	
Lifting/Pulling/Pushing: Must be able to lift at least 40bs.		X		
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

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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. Occasional overnight travel may be required.

West Carolina Telephone has established and adopted an Equal Employment Opportunity Employment policy ("EEO"), which is part of the Company's Human Resources Policy. The purpose of this EEO policy is to ensure that all employment decisions are made on a non-discriminatory basis, and without regard to sex, race, color, age, national origin, religion, disability, genetic information, marital status, sexual orientation, gender identity/reassignment, citizenship, pregnancy or maternity, veteran status, or any other status protected by applicable national, federal, state or local law. In some cases, local laws and regulations may provide greater protections than those outlined here.

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