Job Description

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| JOB TITLE: | Access Network Jointing Technician |
| REPORTS TO: | Field Operations Manager |
| DEPARTMENT: | Access Networks |
| LOCATION:GRADE: | GuernseyTech Eng 1 |

**JOB PURPOSE**

* To carry out construction/installation/maintenance of underground duct and cables in the Access Network of the Bailiwick of Guernsey, Jersey and IOM.
* The termination and installation of cables at joints, distribution points, Street MSAN’s and Copper Main Distribution Frames (MDF)/Optical Distribution Frames (ODF).
* To work at heights to repair faults. This will involve climbing poles and the use of ladders.
* To work as part of a team or alone when required.
* To work in underground joint chambers.

**MAIN DUTIES AND RESPONSIBILITIES**

**Specifically but not restricted to:-**

* Interception and jointing/splicing of copper cable pairs and fibre optic cables
* The installation of underground plant and other minor works duties as required.
* Fault tracing and rectification in the copper and fibre networks.
* Cable pair/fibre identification using oscillators, amplifiers and other associated testing equipment.
* The ability to work at height as job functions will involve climbing poles and the use of ladders.
* Interpretation of schematics, duct space, cable records and plant diagrams.
* To operate computer systems and tablets as required.
* To maintain a customer focus that meets the company objectives.
* Recording the position of buried plant and duct occupancy (where relevant) of plant and cables.
* Excavation of joint holes by hand or with the aid of suitable mechanical plant.
* Working in joint boxes and manholes (which will include confined spaces).
* Termination of cables at MDF, ODF,primary cross connection points, block terminals, NTP’s and street MSAN’s.
* To maintain a customer focus and when on cable faults provide information that meets the company objectives.
* Familiarity with Subscriber Apparatus Line Test (SALT) Porta and MSAN testing software.
* To maintain works vehicle in a clean and safe condition.
* Observance of safe working practices and procedures in the Access Network
* Understand and comply with the Data Protection Law as it relates to the position
* Understand and comply with the licence and other regulatory rules applying to the position
* Understand and comply with the Health and Safety responsibilities relevant to the role as defined in the Sure Guernsey Safety Policy.
* Work in accordance with the safety procedures and safe working policies of Sure Guernsey

**SKILLS, KNOWLEDGE & EXPERIENCE**

**Education/Qualifications:**

* Qualification in computer science or related field is desirable but not essential.
* Qualification/experience in Electrical/Electronic engineering is desirable but not essential
* Qualification in any other type of engineering is desirable but not essential

**Experience:**

* Basic Knowledge of cabling systems and techniques.
* Experience in Customer Service or Operational environment is desirable.

**Skills Required:**

* Physically capable of:
	1. undertaking excavations
	2. working in confined spaces
	3. identifying all colour spectrums
	4. manipulating small objects and components
	5. climbing poles and ladders.
* Highly motivated individual.
* Strong analytical and problem solving skills.
* Good communication skills, both verbal and written.
* Strong customer service skills.
* Well organised and methodical.
* Ability to produce accurate, good quality work
* Demonstrate an interest in current and future technology
* Appreciation of the telecommunications market and customers
* Ability to communicate effectively with customers and staff at all levels
* To have an appreciation of PC Software and Hardware skills
* To be able to work at heights, particularly in regards to both ladder and telephone pole work loads
* A current category B driving licence
* Smart appearance and ability to promote Sure’s progressive image and high standards of customer care
* Self motivated with the ability to work as part of a team or alone when required.

**Personal/Behavioral attributes:**

* Diligence and attention to detail are key skills along with ability to multi-task and prioritize work appropriately.
* Eager and quick to learn new skills and technologies.
* Able to use their initiative to tackle a broad range of problems.
* Ability to work either as part of a team or independently as and when required.
* A cheerful and optimistic attitude to work.
* Good interpersonal skills with both internal and external customers.
* Calm and controlled under pressure and ability to handle some stress.
* Flexible approach to working and must be willing to work on holidays and weekends on a rota basis.

**COMPETENCIES REQUIRED FOR POST**

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| **Competency** | **Competency Levels** |

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| **Commercial Awareness** | 1 | 2 | 3 | 4 |
| Customer Focus |  |  | X |  |
| Brand Awareness |  | X |  |  |
| Financial Awareness | X |  |  |  |
| Business Awareness |  | X |  |  |
| Regulatory Awareness | X |  |  |  |

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| **Communication Skills** | 1 | 2 | 3 | 4 |
| Communication |  |  | X |  |

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| **Personal Effectiveness** | 1 | 2 | 3 | 4 |
| Organisation of Work and Time |  | X |  |  |
| Teamwork |  |  | X |  |
| Approach to Change |  | X |  |  |
| Quality and Accuracy of Work |  |  | X |  |
| Safety and Housekeeping |  | X |  |  |

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| **Role Specific** | 1 | 2 | 3 | 4 |
| Leadership | X |  |  |  |
| Managing Financial and Other Resources | X |  |  |  |