



Telecommunication Village Representative

Department: Operations

Location: ASTAC Village

FLSA: Hourly

Reports To: Exchange Manager, Technician on Shift

Approved By:

Revision Date: 08-28-20

Effective Date:

Position Description

Telecommunication Village Representatives oversee facility checks of telecommunication networks, which include telephones, Internet, cable and some office equipment. They may be responsible for installation, maintenance, and repair of systems, as well.

Principle Accountabilities

The Telecommunication Village Representative is responsible for visiting the central office every day for a minimum of two hours Monday through Friday performing:

- Check plumbing
- Read and keep track of meter readings
- Once a week, check levels of generator
- Ensure no alarms are activated
- Report any unusual activity or problems immediately to Exchange manager
- Assist ASTAC Technician when required
- Deliver Modems or other equipment to ASTAC Customers when no other ASTAC technician is in Village
- Work with ASTAC Technicians remotely to help troubleshoot and repair ASTAC services in the village
- May be responsible for installation, maintenance and repair of systems
- Report down cable or house drops
- Ensure the generator automatically starts during power outage, if generator does not start, manually start and monitor until power is restored
- Ensure snow is removed from the entrance to the central office as necessary
- Pick up material shipped to ASTAC and store in central office, notify Exchange manager
- Occasionally may be asked to pick up technicians when they fly in ensuring technician and supplies are taken to the central office

The Telecommunication Village Representative will also need to be on a Village representative conference call every Wednesday at 5:00PM

- Primary Telecommunication Village Representatives will be issued an ASTAC iPad with the understanding that they will be responsible for the iPad. If you are hired as an alternate Telecommunication Village Representative, you will not be issued an ASTAC iPad.
- They will also have access to company email and Apps to better help the Village Representative complete service trouble tickets and/or service orders with ASTAC customers in their village

Restrictions

The following restrictions apply to the Telecommunication Village Representative (this is a partial listing)



- Village Representative is not responsible for climbing poles. This function reserved for experienced ASTAC Technicians
- Use of ASTAC motorized vehicles is prohibited
- Do not collect payments from ASTAC customers for telephone bills
- Disclosure of information pertaining to telephone conversations or records is strictly prohibited

Knowledge, Skills, and Abilities

The incumbent will be capable of learning and performing the following:

- Apple iOS
- Apple iPad
- Basic Application knowledge of Word, Excel, Outlook and NISC’s Appsuite
- Basic knowledge of Telecom hand tools and how to use them
- Can learn to use a volt ohm meter
- Can learn to use an optical power meter (applicable in PHO, AIN, NUI, BRW) (2021 ATQ & KAK)
- Check and report meter readings daily
- Check the generator levels, fuel, anti-freeze etc.
- Check for frozen pipes
- Alarms
- Receive material sent to villages
- As technology changes, the Telecommunication Village Representative, should have the ability to progress and learn the new technology

Acknowledgement

I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgement below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations. I also agree that the General Manager and the Board of Directors retain the right to change this Position Guide at any time.

Employee	Date	Supervisor	Date

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.