



## JOB POSTING

### **CENTRAL OFFICE - IT NETWORK TECHNICIAN - DEPARTMENT 37**

**COMPANY:** Sierra Telephone

**DEPARTMENT:** Central Office

**FLSA STATUS:** Non-Exempt

**REPORTS TO:** Central Office Supervisor – Department 37

**LOCATION:** Oakhurst

**DEADLINE:** Open until filled

**HOURS:** Full-time work schedule; 8:00 a.m. to 4:30 p.m., Monday through Friday. This position will be required to work overtime as needed. Work schedule will also include assignment to on-call shifts on a rotating basis.

**NUMBER OF POSITIONS TO BE FILLED:** One

#### **GENERAL SUMMARY**

This position is responsible to provide exceptional and reliable network services for the Central Office and maintain the network security, switching and routing of all Central Office Data; including maintenance and operation of Central Office equipment and troubleshooting of all associated equipment.

#### **ESSENTIAL JOB FUNCTIONS**

- ◆ Engineer, install, maintain, configure and/or troubleshoot:
  - ~ Routers, switches and wireless networks
  - ~ Network security and monitoring infrastructure
  - ~ Integrated network managers and equipment management systems
  - ~ Metro Ethernet networks and circuits
  - ~ Microsoft structured query language (SQL) databases
  - ~ Windows, VMWare, and Linux servers
  - ~ DSL technologies
  - ~ Equipment management systems
  - ~ Switching systems
  - ~ Optical carrier systems and Fiber optic networks

NOTE: These statements are intended to describe the general nature and level of work being performed by employees in this position, and are not to be construed as an exhaustive list. In addition, they do not establish an employment contract, as employment with Sierra Tel is always at-will.

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- ◆ Maintain all computers and laptops for Central Office.
- ◆ Design, build, and maintain special circuits as requested by customers.
- ◆ Provision and maintain Firewalls and Session Border controllers.
- ◆ Perform backups on equipment as needed.
- ◆ Monitor all alarms in the Central Office; contact appropriate person(s) to address issues as they arise.
- ◆ Maintain and upgrade voice mail systems for all customers.
- ◆ Upgrade testing equipment as needed.
- ◆ Provide on-call coverage on a rotating schedule with the ability to analyze and resolve alarm and trouble reports.
- ◆ Provision DSL and POTS services
- ◆ Regular and predictable on-site attendance is an essential function of the job.

## OTHER RELATED JOB FUNCTIONS

- ◆ Engineer, install, maintain, and/or troubleshoot:
  - ~ Power plants
  - ~ Remote switching centers
  - ~ Internet Protocol Television (IPTV) service
  - ~ 48 Volts of Direct Current (VDC) power systems
  - ~ Emergency generators and automatic power transfer systems
- ◆ Troubleshoot bad circuits related to DSL and POTS.
- ◆ Take inventory of all Central Office equipment and order supplies as needed in accordance with established budget and procedures.
- ◆ Install and maintain HPBX IP phone system.
- ◆ Perform daily and monthly routines to support remote and host Central Office.
- ◆ Interface with customers and other departments to implement new services and resolve complaints and troubles.
- ◆ Provide additional support as needed.
- ◆ Perform other duties as needed.

## QUALIFICATIONS

### Education and/or Experience

- ◆ A.S. Degree in an Information Technology field preferred.
- ◆ Minimum five years related experience and/or training, or equivalent combination of education and experience.

### Certificates, Licenses, Registrations

- ◆ Cisco certification or related industry certification is desired.
- ◆ Must have a valid Class C California driver's license with a minimum of three years of driving experience.

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- ~ Driving experience must have occurred after having passed a traffic laws and signs test.
- ~ If relocating to California from another state or country, must have, at a minimum, a valid driver's license issued by the home state equivalent to a California Class C. The employee will be required to obtain a California driver's license within ten days.
- ~ Must be insurable via the Company's standard auto insurance policy procedures.
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### Knowledge, Skills, and Abilities

- ◆ Knowledge of
  - ~ Company policies, procedures, products, and services.
  - ~ Industry regulations related to telephone, Internet, television, and alarm services.
  - ~ Federal Communications Commission (FCC) and California Public Utilities Commission (CPUC) regulatory requirements, rates, taxes, surcharges, tariffs, rules, and policies associated with provision of services.
  - ~ Electricity and electronics.
  - ~ Cisco networking, UNIX operating systems, Ethernet transport, and fiber optic transmission.
- ◆ Skill to
  - ~ Proficiently operate general office equipment including personal computer, fax machine and telephone system.
  - ~ Proficiently use software programs including Microsoft Word, Excel, and Outlook, as well as basic Internet operations.
  - ~ Perform basic math calculations.
  - ~ Effectively communicate with customers and coworkers in English, verbally and in writing.
  - ~ Proficiently read, write, use proper grammar, edit, and proofread.
  - ~ Plan and organize multiple tasks under deadline pressure.
  - ~ Use listening and coaching to facilitate positive outcomes of customer concerns.
- ◆ Ability to
  - ~ Respond effectively to inquiries or complaints.
  - ~ Adapt to changes in procedures and responsibilities.
  - ~ Learn and apply new information regarding company products, services, and software applications.
  - ~ Project a professional image in conduct, attire, grooming, and manner of speech.
  - ~ Maintain the highest degree of confidentiality regarding customer and Company information.
  - ~ Work independently with minimal supervision, and use available information to make independent decisions related to specific job duties.
  - ~ Maintain paperwork in a neat, organized manner.
  - ~ Calmly and professionally work with a variety of people and personalities.
  - ~ Attend to detail in all areas of work and maintain consistency of Company image.

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- ~ Follow instructions completely and accurately.
- ~ Work a flexible schedule including day, evening, overnight, weekend, and holiday hours.

## PHYSICAL REQUIREMENTS

*The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

	0 – 24%	25 – 49%	50 – 74%	75 – 100%
<b>Seeing:</b> must be able to read a computer screen and paper documents.				X
<b>Hearing:</b> must be able to hear well enough to communicate in person and over the telephone with customers, coworkers, and industry contacts.				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 system.				X

- ◆ Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.
- ◆ The employee must regularly lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds.

## SAFETY COMPLIANCE

*Safety is an integral part of our business and the responsibility for safety extends to every employee. Your responsibility toward safety at the workplace includes, but is not limited to:*

- ◆ Proactive involvement in the Company's Safety Program, including compliance with all rules and regulations.
- ◆ Use safe work practices while performing all duties.

## WORK ENVIRONMENT

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- ◆ The position is normally indoors in a controlled office environment, and occasionally functions outdoors with exposure to inclement weather.
- ◆ The employee may regularly be exposed to diesel and gasoline fumes, airborne particulates, toxic or caustic chemicals, and other hazardous substances.
- ◆ The employee occasionally works near moving mechanical parts and is occasionally exposed to vibration.

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- ◆ The employee may be exposed to the risk of electrical shock.
- ◆ The noise level in the work environment is usually moderate.
- ◆ Local travel may be required.

## APPLICATION INSTRUCTIONS

Please complete the Application for Employment form below. Entries outlined with a red box are required. Save the form on your computer and attach it to an email addressed to [careers@sierratel.com](mailto:careers@sierratel.com). (A link is provided on the Employment page next to the job title.) It is preferable to include a resume and cover letter with the application.

For questions or additional information, you are welcome to call 559-642-0200.

Open until filled  
[www.sierratel.com/employment](http://www.sierratel.com/employment)

This institution is an equal opportunity provider and employer.

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# APPLICATION FOR EMPLOYMENT

PLEASE COMPLETE THIS APPLICATION YOURSELF, GIVING ANSWERS TO THE QUESTIONS WHICH APPLY TO YOU.

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_ Contact Telephone \_\_\_\_\_

City, State, Zip \_\_\_\_\_ Home Telephone \_\_\_\_\_

How long have you lived at current address Years \_\_\_\_\_ Months \_\_\_\_\_ Have you previously worked for our company  Yes  No

Position applied for \_\_\_\_\_ Have you previously applied with our company  Yes  No

Email Address \_\_\_\_\_ Date available to start \_\_\_\_\_

Do you have any relatives currently employed by our company?  Yes  No Name \_\_\_\_\_

Do you wish to work:  Full Time;  Part time? If part time, hours or days \_\_\_\_\_

Have you ever held this position or done this kind of work before?  Yes  No

How did you hear about this position? \_\_\_\_\_

## Record of Employment

**PRESENT (OR MOST RECENT) EMPLOYER:** May we contact your present employer about this application? \_\_\_\_\_

Company \_\_\_\_\_ Type of Business \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

WHEN YOU STARTED	CURRENTLY OR WHEN YOU LEFT	NAME OF LAST SUPERVISOR
Date _____	Date _____	_____
Description of job _____ _____ _____	Description of job _____ _____ _____	Title _____ Reason for leaving _____ _____

### PREVIOUS EMPLOYER

Company \_\_\_\_\_ Type of Business \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

WHEN YOU STARTED	CURRENTLY OR WHEN YOU LEFT	NAME OF LAST SUPERVISOR
Date _____	Date _____	_____
Description of job _____ _____ _____	Description of job _____ _____ _____	Title _____ Reason for leaving _____ _____

**PREVIOUS EMPLOYER**

Company \_\_\_\_\_ Type of Business \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

WHEN YOU STARTED	CURRENTLY OR WHEN YOU LEFT	NAME OF LAST SUPERVISOR
Date _____	Date _____	_____
Description of job _____ _____ _____	Description of job _____ _____ _____	Title _____ Reason for leaving _____ _____

**If More Than Two Previous Employers, List Others Here**

Employment Dates From To	Company and City/State	Position or Type of Work	Reason for Leaving

**Education or Training Experience**

School	Name of School	City, State	Major Course or Subject	Did you Graduate? Degree?
High School				
College or University				

**Special Skills, Licenses, or Certifications**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Motor Vehicle Record**

Do you currently hold a valid Drivers License? <input type="checkbox"/> Yes <input type="checkbox"/> No State _____ Class _____	
License Number _____	Date Expires _____ Restrictions _____

**List three business/work references. Do not list relatives, your current supervisor, or previous supervisors.**

Name	Address, City, State	Relationship/Years Known	Phone/E-mail

**Have we missed something important?**

Please use the space below to inform us of any special activity, awards, or other information that may help us to understand your skills and abilities for this job.

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WE ARE AN EQUAL OPPORTUNITY EMPLOYER. It is the Company's policy (and required by state and federal law) to provide equal opportunity to all persons without regard to race, color, religion, sex, pregnancy, marital or domestic partner status, sexual orientation, gender identity or expression, age, ancestry, national origin, disability, genetic information, or medical condition, as defined in state and federal laws. This policy covers all aspects of employment, including, but not limited to, recruitment, selection, training, promotion, transfer, compensation, demotion, and termination. Persons denied employment based on above conditions may file a complaint with our Company and/or with state or federal authorities.

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**APPLICANT’S STATEMENT**

I certify that the information in this application and any attachments are true and complete to the best of my knowledge, and I agree to have these statements verified by the Company. I understand that any misrepresentation or material omission may result in my failure to receive an offer or, if I am hired, in my termination.

I authorize my references and supervisors, and other representatives of any former employer to provide information concerning my previous employment, including responding to verbal or written inquiries from the Company or its affiliates regarding all my employment records, including, but not limited to, work performance, disciplinary records, reliability, reasons for terminating my employment, and any incidents of dishonesty, insubordination, violence, and/or unsafe, harmful or threatening behavior, including information based upon materials in my personnel files. I release all parties, including former employers and their representatives, and the Company, from any and all liability for damages that may result from the furnishing of such information, as well as from the use of or disclosure of such information by the Company or its agents.

I UNDERSTAND AND AGREE THAT MY EMPLOYMENT CAN BE TERMINATED AT WILL, WITH OR WITHOUT CAUSE, AND WITHOUT NOTICE, AT ANY TIME, EITHER AT MY OPTION OR AT THE OPTION OF THE COMPANY.

I understand that no representative of the Company or its affiliates, other than the President or Vice President Operations, has the authority to agree to the contrary. Further, the President or Vice President Operations may not alter the at-will nature of the employment unless done so specifically in writing, signed by both the President or Vice President Operations and me.

I understand that I am required to abide by all policies, rules and regulations of the employer.

I understand that all offers of employment are conditioned on my providing satisfactory proof of my identity and legal right to work in the United States.

I understand that in connection with the application process Sierra Telephone or Sierra Cellular may request information from a "Consumer Reporting Agency."

Applicant’s Name \_\_\_\_\_ Date \_\_\_\_\_  
(Print)

Applicant’s Signature \_\_\_\_\_

By checking this box, I acknowledge that I have carefully read and understand the above **Applicant’s Statement**. I expressly agree that this acknowledgement may be provided by electronic means pursuant to the Uniform Electronic Transactions act (UETA) for the Electronic Signatures in Global and National Commerce Act (E-SIGN).