



Apprentice Technician – Business/Government

Job Title Code: 0053
Location: CT, NY
Time In Title: 12 months

Summary

Field: Provides general assistance to more experienced Technicians and often works independently while performing a wide range of technical duties. Duties may include but are not limited to working in LD Terminals, customer premise, Local Node, Backbone Regen performing maintenance, site surveys, installation, test & turn-up, fiber locates and preventive maintenance. May be required to perform fiber splicing or cable terminations. Receives direction from multiple organizations in addition to the assignments from the dispatch group and managers.

Operations Support Center (OSC): Responsible for the remote installation and maintenance of customer and network telecommunications circuits. Performs remote testing and provisioning, and coordinates with various internal and external organizations, to provide quality products and services to Verizon Business customers.

General Duties

Duties may include, but are not limited to, the following:

Field:

- A. Responsible for the installation, monitoring, testing and maintenance of telecommunications and associated electronic equipment and wiring per specifications and operational procedures, both in technical facilities as well as on customer property
- B. Performs testing and diagnostic procedures on equipment according to published equipment standards.
- C. Performs fiber locates, monitoring of construction activity, fiber splicing and termination.
- D. Assembles, installs, and/or tests transmission equipment channel banks, channel service units (CSU), digital service units (DSU), modems, routers, etc.
- E. Installs routers, bridges, multiplexers, concentrators, etc.
- F. Completes periodic maintenance on company transmissions support equipment.
- G. Maintains new and existing circuits through troubleshooting and fault isolation techniques; utilizes remote test systems to isolate and resolve customer circuit outages
- H. Coordinates the testing and turn up of service with all involved providers until the customer's service is up and working.

- I. May be required to perform additional duties and tasks as required by the Company.

Operations Support Center (OSC)

- A. Administers the installation and maintenance process in accordance with published guidelines and procedures.
- B. Performs common testing on DS0/DS1/DS3 circuits/equipment, to support both installation and maintenance activities. Ability to access network equipment to include DXC's, switches, and transport equipment, and utilize remote test systems.
- C. Performs common provisioning functions on DS0/DS1/DS3 circuits/equipment, to support both installation and maintenance activities. Ability to access network equipment to include DXC's, switches, transport equipment, and utilize remote test systems.
- D. Updates and statuses source systems to provide accurate progress and timelines related to installation and maintenance activities.
- E. Collaborates with field operations personnel to complete physical work that is needed in support of installation and maintenance activities
- F. May be required to perform additional duties and tasks as required by the Company.

Basic Qualifications

- A. **Tests** – Results obtained in interviews and tests for this position must meet minimum requirements established by the Company, in accordance with Company policy.
- B. (Field) Medical Department evaluation may be required. May require Department of Transportation Physical and Drug Screen.
- C. (Field) Ability to perceive differences in wire and cable colors and distinguish audio tones.
- D. (Field) Valid Company and state driver's license and satisfactory driving record is required.
- E. (Field) Security background investigation may be required.
- F. Ability to learn and use basic knowledge of telecommunications equipment, processes and systems, as well as department policies and procedures.
- G. Must have good written and oral communication skills
- H. Must present a cordial and professional image of our company when working with customers
- I. Must be a self-starter, keep detailed notes and must be willing to learn on their own.
- J. Typically, works under immediate supervision and/or with close direction from more experienced employees though often works independently. Direction may be provided directly or remotely

- K. Minimum 1 year of related training and/or experience or Two year Technical Degree preferred.
- L. Desktop computer skills are essential.
- M. Satisfactory performance rating and attendance record in present job.
- N. May be required to work day, evening or night shifts and overtime, emergency call-outs, weekends and holidays as required. Must be available for stand-by assignment as determined by management.

Training

Combined classroom, programmed and on the job training as required. NOTE: training may be conducted at a central facility that requires travel and/or overnight stays.

Selection Criteria

Verizon is an Equal Employment Opportunity Company and does not discriminate on the basis of age, color, citizenship status, disability, disabled veteran status, gender, marital status, national origin, race, religion, sexual orientation, Vietnam-era veteran status or any other characteristic protected by applicable law.

Successful candidates of this position will be test qualified and will be selected based on their combined ranking on three job related factors as indicated on their resume:

1. Previously held Verizon work experience
2. Demonstrated job related skills
3. Desired Education

Below are the possible selection criteria within each category that may be utilized to identify successful candidates for this position.

Experience

Relatedness of work experience is determined based on current or previously held positions for a minimum of 1 year in one of the following titles.

Title	Lateral	Directly Related	Related
Central Office Technician		Field	OSC
Fiber Customer Support Analyst		Field/OSC	
Fiber Network Technician		Field/OSC	
Field Technician		Field	OSC
Material Equipment Technician		Field	OSC
Material Systems Technician		Field	OSC
TTA Telecommunications Technical Associate for Field Tech or Central Office Tech		Field	OSC
Video Hub Technician		Field	OSC

Skills

For a job opening, Hiring Managers may select 3 required skills and/or 3 desired skills from the list below.

Skill	Period Performing Skill	Required/Desired
<u>4 yr exp copper/fiber</u> Splicing of copper and fiber optic cable with at least 4 years experience in splicing, installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.	4 Years	Desired (Field)
<u>4 yrs Voice and/or Data - Government Only</u>	N/A	Desired (Field)
<u>AC/DC Power (Electrical Technology)</u> Basic knowledge of electricity, static, capacitance, resistance, magnetism, inductance, alternating current and direct current. Ability to measure AMP, Ohms, and AC/DC voltage.	6-12 months	Desired (Field)
<u>Access Services: PRI</u> Basic knowledge of Primary Rate Interface. Understand the use and purpose of PRI.	6-12 Months	Desired (Field)
<u>Access Services: T1s</u> Basic knowledge of T1s. Understand the use and purpose of T1s.	6-12 months	Desired (Field)
<u>Analog & Digital Multiplexer Concepts</u> Basic knowledge of analog and digital communications. Must know theory of amplitude modulation, frequency modulation and digital communications system and Multiplexing and Demultiplexing	1-3 years	Desired
<u>Asynchronous Transfer Mode (ATM)</u> Experience with channel based layering deciphering encoded data network traffic within NNI (Network-Network Interface) and UNI (User-Network Interface) cell formats. Includes operational understanding of "switching" through changing VPI (Virtual Path Identifier) and VCI (Virtual Circuit Identifier) values.	6-12 Months	Desired (Field)
<u>Cable Design and Wiring</u> Fundamental knowledge of cable design and wiring for voice and data services	6-12 Months	Desired (Field)
<u>Cable TV Installation</u> Cable installation knowledge from premise CATV to desired locations on customer premise and an understanding of coax cables.	1-3 Years	Desired (Field)
<u>Cable TV Installation - CST, Splicing Tech, Tech-Business/Government, Sr Tech-Business/Government</u> Installation and maintenance experience from the distribution network and cutting cable into the serving terminal.	1-3 Years	Desired (Field)

<u>Certified for Splicing of Copper & Fiber Optic Cable (Government Only)</u> Splicing of copper and fiber optic cable with at least 4 years experience in splicing, installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable	N/A	Desired (Field)
<u>Complex Translation / Advanced Intelligent Network Skills</u> Ability to utilize switch screen check translations setting for individual customers (e.g. long distance, call waiting, caller id, and call forwarding).	6-12 Months	Desired (Field)
<u>Control Office Testing</u> Set up and execute appropriate testing. Analyze data and determine how to resolve issues based on testing results.	6-12 months	Desired (OSC)
<u>Construction Splicing</u> Splicing of fiber or copper cable systems as interpreted from engineering work prints.	6-12 Months	Desired (Field)
<u>Data and Video Technology</u> Understand the theory of data and video technology. Ability to test and troubleshoot data and video systems.	6-12 Months	Desired
<u>Digital Loop Carrier and Equipment</u> Experienced in installation and/or maintenance of Digital Loop Carrier systems.	6-12 Months	Desired (Field)
<u>Digital Technology Concepts</u> Fundamental knowledge of communications systems, components, network structure, and interface technology. Familiarity with transmission codes and analyzing trouble conditions.	6-12 Months	Desired (Field)
<u>Digital Transport Technology</u> Fundamental knowledge of communications systems, components, network structure, and interface technology. Familiarity with transmission codes and analyzing trouble conditions.	6-12 Months	Desired
<u>DS1/DS3 Design Maintenance Concepts</u> Fundamental knowledge of high capacity signals for Digital Signal level DS1 rate 1.544 mb/s B8ZS, AMI framing. Digital Signal level 3 44.736 mb/s transmission rates M13 and C BiT parity.	6-12 Months	Desired (OSC)
<u>Electrical Technology</u> Basic knowledge of electricity, static, capacitance, resistance, alternating current and direct current. Ability to measure AMP, Ohms, and AC/DC voltage.	6-12 Months	Desired (Field)
<u>Fiber Optic Systems Concepts and Testing</u> Understand the theory of fiber optic technology. Ability to test and troubleshoot fiber optic systems.	6-12 Months	Desired

<u>Fiber Optics Technology</u> Understand the theory of fiber optic technology. Ability to test and troubleshoot fiber optic systems.	6-12 Months	Desired
<u>High Capacity Data Circuits</u> Working knowledge of high capacity lines used to transport 1.544 mbs of data per second such as HC, DH, IP, and YB circuit types.	6-12 Months	Desired
<u>Install & maintenance of twist copper</u> Prior work experience splicing and/or maintaining copper cable.	6-12 Months	Desired
<u>Internet/Email</u> Experience configuring web browsers. Familiar with email client configuration.	6-12 Months	Desired
<u>ISDN - Primary Interface</u> Ability to test and troubleshoot ISDN circuits with ISDN test set. Identify sync, bits and transmission.	6-12 Months	Desired (Field)
<u>ISDN - Basic Rate Interface</u> Ability to test and troubleshoot ISDN circuits with ISDN test set. Identify sync, bits and transmission.	6-12 Months	Desired (Field)
<u>ISDN Technology</u> Understand ISDN technology and trouble diagnostic procedures.	6-12 Months	Desired (Field)
<u>LAN/WAN Configuration</u> Experience configuring Local and Wide Area Network including TCP/IP, PPPoE and DHCP. Working knowledge of broadband routers, cabling and wireless LAN.	6-12 Months	Desired (Field)
<u>LAN/WAN Management Administration and/or Design Concepts</u> Local Area Networks and Wide Area Network management. Basic knowledge of repeaters, bridges, routers, gateways and PCs.	6-12 Months	Desired (Field)
<u>LANS</u> Knowledge of LAN connectivity and LAN/WAN hardware. Ability to configure routers and understand the impact to LAN/WAN to ensure they are performing properly. Ensure all components are connected and working properly with customer equipment.	6-12 Months	Desired (Field)
<u>Message Trunk Concepts</u> Ability to utilize switch screen to check translations setting, trunk group numbers for customer options (e.g., long distance, call waiting, caller id, and call forwarding)	6-12 Months	Desired (Field)
<u>Multiplexers</u> Experience splicing SONET rings and installing and turning up multiplexers.	6-12 Months	Desired (Field)
<u>Networking Software</u> Experience configuring Network Interface Cards including TCP/IP	6-12 Months	Desired (Field)
<u>Outside Plant Construction</u> Placing of conduit structures, poles, aerial construction, and other placing activities.	6-12 months	Desired (Field)

PC Skills Proficient using a PC. Data entry skills with ability to input information into appropriate systems. Ability to use e-mail, Internet, Word, Excel, and other windows applications.	6-12 Months	Desired
Radio Transmission Utilize appropriate equipment to diagnose and repair circuits with radio transmission problems.	1-3 Years	Desired (Field)
SONET Technology Concepts Basic understanding of multiplexer configurations.	6-12 Months	Desired
Switch Maintenance Understanding of customer requirements and knowledge of how to resolve customer issues based on testing.	6-12 months	Desired (Field)
Switch Technologies Business/Government Knowledge of switch technology, and ability to provision, maintain, troubleshoot and test switches.	1-3 Years	Desired
Switch Translations Recent Change Ability to utilize switch screen to check translations setting for individual customers. i.e., (long distance, call waiting, caller id, and call forwarding)	6-12 Months	Desired (Field)
Switchfoms Ability to utilize FOMS database to research, inquire, and change database records for customer orders	6-12 months	Desired (Field)
TCP/IP and/or X.25 and/or X.75 Protocol Concepts Fundamental knowledge of TCP/IP networking concepts. Ability to identify IP address, Subnet Mask, and gateway	6-12 Months	Desired (Field)
Telecom systems & equipment Fundamental knowledge of communications systems, components, network structure, and interface technology.	6-12 Months	Desired
Top Secret, Full Lifestyle Polygraph Clearance	N/A	Desired
Using Meters Ability to diagnose and repair circuits with crosses, Db loss, and grounds. Understand how resistance effects copper lines. Ability to use appropriate test equipment (e.g., Sidekick)	6-12 Months	Desired (Field)
Voice Switching Technology Experience with voice switching systems such as 5ESS and DMS. Functional understanding of the Main Distribution Frame (MDF) within a Central Office (CO). Familiarity with the voice architecture involving cable pairs, jumpers, and originating equipment (OE).	6-12 Months	Desired (Field)

X.25 Protocol Fundamental knowledge of TCP/IP networking concepts. Ability to identify IP address, Subnet Mask, and gateway	6-12 Months	Desired
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Desired Education:

- 2 year or higher degree in:
 - Electrical & Computer Engineer
 - Electronic Engineering Technology
 - Applied Info Technology – Telecommunications
 - Telecommunications Technology
 - Network Technologies
- Telecommunications/Electronics Certificate
- Cisco Certified Network Administrator (CCNA)
- Power Certificate
- Cable/Wire Certification
- Class-5 Driver License (Bucket truck operation)
- Project management



Technician – Business/Government

Job Title Code: ONFD
Location: CT, NY
Time In Title: 30 months

Summary

Field: Performs complex technical duties. Duties may include but are not limited to working in LD Terminals, customer premise, Local Node, Backbone Regen performing maintenance, site surveys, installation, test & turn-up, fiber locates and preventive maintenance. May be required to perform fiber splicing or cable terminations. Technicians may receive direction or work from multiple organizations in addition to the assignments from the dispatch group and their manager.

Operations Support Center (OSC): Responsible for the remote installation and maintenance of customer and network telecommunications circuits. Performs remote testing and provisioning, and coordinates with various internal and external organizations, to provide quality products and services to Verizon Business customers.

General Duties

Duties may include, but are not limited to, the following:

Field:

- A. Responsible for the installation, monitoring, testing and maintenance of telecommunications and associated electronic equipment and wiring per specifications and operational procedures, both in technical facilities as well as on customer property.
- B. Performs testing and diagnostic procedures on equipment according to published equipment standards.
- C. Performs fiber locates, monitoring of construction activity, fiber splicing and termination.
- D. Assembles, installs, and/or tests transmission equipment channel banks, channel service units (CSU), digital service units (DSU), modems, routers, etc.
- E. Installs routers, bridges, multiplexers, concentrators, etc.
- F. Completes periodic maintenance on company transmissions support equipment.

- G. Maintains new and existing circuits through troubleshooting and fault isolation techniques; utilizes remote test systems to isolate and resolve customer circuit outages.
- H. Coordinates the testing and turn up of service with all involved providers until the customer's service is up and working.
- I. Provides technical support/assistance to apprentice techs either through OJT or remote technical support.
- J. May be required to perform additional duties and tasks as required by the Company.

Operations Support Center (OSC)

- A. Administers the installation and maintenance process in accordance with published guidelines and procedures.
- B. Performs complex testing on DS0/DS1/DS3 circuits/equipment, to support both installation and maintenance activities. Ability to access network equipment to include both DXC's, switches, and transport equipment, and utilize remote test systems.
- C. Performs routine testing related to OCN (optical circuits) and next generation services, to support both installation and maintenance activities. Ability to access network equipment to include DXC's and transport equipment, and utilize remote test systems.
- D. Performs complex provisioning functions on DS0/DS1/DS3 circuits/equipment, to support both installation and maintenance activities. Ability to access network equipment to include DXC's , switches, and transport equipment and utilize remote test systems.
- E. Performs routine provisioning related to OCN and next generation services, to support both installation and maintenance activities. Ability to access network equipment to include DXC's and transport equipment, and utilize remote test systems.
- F. Updates and statuses source systems to provide accurate progress and timelines related to installation and maintenance activities.
- G. Collaborates with field operations personnel to complete physical work that is needed in support of installation and maintenance activities.
- H. Exercises independent judgment and manages the escalation process as required, in support of installation and maintenance activities.
- I. May be required to perform additional duties and tasks as required by the Company.

Basic Qualifications

- A. **Tests** – Results obtained in interviews and tests for this position must meet minimum requirements established by the Company, in accordance with Company policy.
- B. (Field) Medical Department evaluation may be required. May require Department of Transportation Physical and Drug Screen.
- C. (Field) Ability to perceive differences in wire and cable colors and distinguish audio tones.
- D. (Field) Valid Company and state driver's license and satisfactory driving record is required.
- E. (Field) Security background investigation may be required.
- F. Requires a comprehensive knowledge of telecommunications equipment, processes and systems as well as department policies and procedures.
- G. Must have good written and verbal communication skills.
- H. Must present a cordial and professional image of our company when working with customers.
- I. Must be a self starter, keep detailed notes, and must be willing to learn on their own.
- J. Ability to work independently with minimal supervision. Requires additional instructions and some guidance on new or more complex assignments. Provides technical direction and guidance to less experienced technicians.
- K. Performs complex technical duties and escalate issues as needed. Follows standard procedures and guidelines. Uses individual expertise to solve difficult technical and system problems.
- L. Associates degree in electronics and 3-6 years of job-related experience, or an equivalent combination of education and experience.
- M. Desktop computer skills are essential.
- N. Satisfactory performance rating & attendance record in present job.
- O. May be required to work day, evening or night shifts and overtime, emergency call-outs, weekends and holidays as required. Must be available for stand-by assignment as determined by management.

Training

Combined classroom, programmed and on the job training as required. NOTE: training may be conducted at a central facility that requires travel and/or overnight stays.

Selection Criteria

Verizon is an Equal Employment Opportunity Company and does not discriminate on the basis of age, color, citizenship status, disability, disabled veteran status, gender, marital status, national origin, race, religion, sexual orientation, Vietnam-era veteran status or any other characteristic protected by applicable law.

Successful candidates of this position will be test qualified and will be selected based on their combined ranking on three job related factors as indicated on their resume:

1. Previously held Verizon work experience
2. Demonstrated job related skills
3. Desired Education

Below are the possible selection criteria within each category that may be utilized to identify successful candidates for this position.

Experience:

Relatedness of work experience is determined based on current or previously held positions for a minimum of 1 year in one of the following titles.

Title	Lateral	Directly Related	Related
Central Office Technician	Field		OSC
Fiber Customer Support Analyst		Field/OSC	
Fiber Network Technician		Field/OSC	
Field Technician	Field		OSC
Material Equipment Technician		Field	OSC
Material Systems Technician		Field	OSC
TTA Telecommunications Technical Associate for Field Tech or Central Office Tech	Field		OSC
Video Hub Technician		Field	OSC

Skills

For a job opening, Hiring Managers may select 3 required skills and/or 3 desired skills from the list below.

Skill	Period Performing Skill	Required/Desired
<u>4 yr exp copper/fiber</u> Splicing of copper and fiber optic cable with at least 4 years experience in splicing, installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.	3-5 Years	Desired (Field)
<u>4 yrs Voice and/or Data - Government Only</u>	N/A	Desired (Field)

<u>AC/DC Power (Electrical Technology)</u> Basic knowledge of electricity, static, capacitance, resistance, magnetism, inductance, alternating current and direct current. Ability to measure AMP, Ohms, and AC/DC voltage.	6-12 months	Desired (Field)
<u>Access Services: PRI</u> Basic knowledge of Primary Rate Interface. Understand the use and purpose of PRI.	6-12 Months	Desired (Field)
<u>Access Services: T1s</u> Basic knowledge of T1s. Understand the use and purpose of T1s.	6-12 months	Desired (Field)
<u>Analog & Digital Multiplexer Concepts</u> Basic knowledge of analog and digital communications. Must know theory of amplitude modulation, frequency modulation and digital communications system and Multiplexing and Demultiplexing	1-3 years	Required
<u>Asynchronous Transfer Mode (ATM)</u> Experience with channel based layering deciphering encoded data network traffic within NNI (Network-Network Interface) and UNI (User-Network Interface) cell formats. Includes operational understanding of "switching" through changing VPI (Virtual Path Identifier) and VCI (Virtual Circuit Identifier) values.	6-12 Months	Desired (Field)
<u>Cable Design and Wiring</u> Fundamental knowledge of cable design and wiring for voice and data services	6-12 Months	Desired (Field)
<u>Cable TV Installation</u> Cable installation knowledge from premise CATV to desired locations on customer premise and an understanding of coax cables.	1-3 Years	Desired (Field)
<u>Cable TV Installation - CST, Splicing Tech, Tech-Business/Government, Sr Tech-Business/Government</u> Installation and maintenance experience from the distribution network and cutting cable into the serving terminal.	1-3 Years	Desired (Field)
<u>Certified for Splicing of Copper & Fiber Optic Cable (Government Only)</u> Splicing of copper and fiber optic cable with at least 4 years experience in splicing, installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable	N/A	Desired (Field)
<u>Complex Translation / Advanced Intelligent Network Skills</u> Ability to utilize switch screen check translations setting for individual customers (e.g., long distance, call waiting, caller id, and call forwarding).	6-12 Months	Desired (Field)

<u>Control Office Testing</u> Set up and execute appropriate testing. Analyze data and determine how to resolve issues based on testing results.	6-12 months	Required (OSC)
<u>Construction Splicing</u> Splicing of fiber or copper cable systems as interpreted from engineering work prints.	6-12 Months	Desired (Field)
<u>Data and Video Technology</u> Understand the theory of data and video technology. Ability to test and troubleshoot data and video systems.	6-12 Months	Desired
<u>Digital Loop Carrier and Equipment</u> Experienced in installation and/or maintenance of Digital Loop Carrier systems.	6-12 Months	Desired (Field)
<u>Digital Technology Concepts</u> Fundamental knowledge of communications systems, components, network structure, and interface technology. Familiarity with transmission codes and analyzing trouble conditions.	6-12 Months	Required (Field)
<u>Digital Transport Technology</u> Fundamental knowledge of communications systems, components, network structure, and interface technology. Familiarity with transmission codes and analyzing trouble conditions.	6-12 Months	Required
<u>DS1/DS3 Design Maintenance Concepts</u> Fundamental knowledge of high capacity signals for Digital Signal level DS1 rate 1.544 mb/s B8ZS, AMI framing. Digital Signal level 3 44.736 mb/s transmission rates M13 and C BiT parity.	6-12 Months	Required (OSC)
<u>Electrical Technology</u> Basic knowledge of electricity, static, capacitance, resistance, alternating current and direct current. Ability to measure AMP, Ohms, and AC/DC voltage.	6-12 Months	Desired (Field)
<u>Fiber Optic Systems Concepts and Testing</u> Understand the theory of fiber optic technology. Ability to test and troubleshoot fiber optic systems.	6-12 Months	Desired (OSC) Required (Field)
<u>Fiber Optics Technology</u> Understand the theory of fiber optic technology. Ability to test and troubleshoot fiber optic systems.	6-12 Months	Desired (OSC) Required (Field)
<u>High Capacity Data Circuits</u> Working knowledge of high capacity lines used to transport 1.544 mbs of data per second such as HC, DH, IP, and YB circuit types.	6-12 Months	Required (Field)
<u>Install & maintenance of twist copper</u> Prior work experience splicing and/or maintaining copper cable.	6-12 Months	Required (Field)

<u>Internet/Email</u> Experience configuring web browsers. Familiar with email client configuration.	6-12 Months	Required
<u>ISDN - Primary Interface</u> Ability to test and troubleshoot ISDN circuits with ISDN test set. Identify sync, bits and transmission.	6-12 Months	Required (Field)
<u>ISDN - Basic Rate Interface</u> Ability to test and troubleshoot ISDN circuits with ISDN test set. Identify sync, bits and transmission.	6-12 Months	Required (Field)
<u>ISDN Technology</u> Understand ISDN technology and trouble diagnostic procedures.	6-12 Months	Required (Field)
<u>LAN/WAN Configuration</u> Experience configuring Local and Wide Area Network including TCP/IP, PPPoE and DHCP. Working knowledge of broadband routers, cabling and wireless LAN.	6-12 Months	Desired (Field)
<u>LAN/WAN Management Administration and/or Design Concepts</u> Local Area Networks and Wide Area Network management. Basic knowledge of repeaters, bridges, routers, gateways and PCs.	6-12 Months	Desired (Field)
<u>LANs</u> Knowledge of LAN connectivity and LAN/WAN hardware. Ability to configure routers and understand the impact to LAN/WAN to ensure they are performing properly. Ensure all components are connected and working properly with customer equipment.	6-12 Months	Desired (Field)
<u>Message Trunk Concepts</u> Ability to utilize switch screen to check translations setting, trunk group numbers for customer options (e.g., long distance, call waiting, caller id, and call forwarding)	6-12 Months	Desired (Field)
<u>Multiplexers</u> Experience splicing SONET rings and installing and turning up multiplexers.	6-12 Months	Required (Field)
<u>Networking Software</u> Experience configuring Network Interface Cards including TCP/IP	6-12 Months	Desired (Field)
<u>Outside Plant Construction</u> Placing of conduit structures, poles, aerial construction, and other placing activities.	6-12 months	Desired (Field)
<u>PC Skills</u> Proficient using a PC. Data entry skills with ability to input information into appropriate systems. Ability to use e-mail, Internet, Word, Excel, and other windows applications.	6-12 Months	Desired
<u>Radio Transmission</u> Utilize appropriate equipment to diagnose and repair circuits with radio transmission problems.	1-3 Years	Desired (Field)

<u>SONET Technology Concepts</u> Basic understanding of multiplexer configurations.	6-12 Months	Desired (OSC) Required (Field)
<u>Switch Maintenance</u> Understanding of customer requirements and knowledge of how to resolve customer issues based on testing.	6-12 months	Desired (Field)
<u>Switch Technologies Business/Government</u> Knowledge of switch technology, and ability to provision, maintain, troubleshoot and test switches.	1-3 Years	Desired
<u>Switch Translations Recent Change</u> Ability to utilize switch screen to check translations setting for individual customers. i.e., (long distance, call waiting, caller id, and call forwarding)	6-12 Months	Desired (Field)
<u>Switchfoms</u> Ability to utilize FOMS database to research, inquire, and change database records for customer orders	6-12 months	Desired (Field)
<u>TCP/IP and/or X.25 and/or X.75 Protocol Concepts</u> Fundamental knowledge of TCP/IP networking concepts. Ability to identify IP address, Subnet Mask, and gateway	6-12 Months	Desired (Field)
<u>Telecom systems & equipment</u> Fundamental knowledge of communications systems, components, network structure, and interface technology.	6-12 Months	Desired
<u>Top Secret, Full Lifestyle Polygraph Clearance</u>	N/A	Desired
<u>Using Meters</u> Ability to diagnose and repair circuits with crosses, Db loss, and grounds. Understand how resistance effects copper lines. Ability to use appropriate test equipment (e.g., Sidekick)	6-12 Months	Required (Field)
<u>Voice Switching Technology</u> Experience with voice switching systems such as 5ESS and DMS. Functional understanding of the Main Distribution Frame (MDF) within a Central Office (CO). Familiarity with the voice architecture involving cable pairs, jumpers, and originating equipment (OE).	6-12 Months	Desired (Field)
<u>X.25 Protocol</u> Fundamental knowledge of TCP/IP networking concepts. Ability to identify IP address, Subnet Mask, and gateway	6-12 Months	Desired

Desired Education:

- 2 year or higher degree in:
 - Electrical & Computer Engineer
 - Electronic Engineering Technology
 - Applied Info Technology – Telecommunications
 - Telecommunications Technology
 - Network Technologies
- Telecommunications/Electronics Certificate
- Cisco Certified Network Administrator (CCNA)
- Power Certificate
- Cable/Wire Certification
- Class-5 Driver License (Bucket truck operation)
- Project management



Senior Technician – Business/Government

Job Title Code: ONFE

Location: CT, NY

Time In Title: 30 Months

Summary

Field: Performs highly complex technical duties. Duties may include but are not limited to working in LD Terminals, customer premise, Local Node, Backbone Regen performing maintenance, site surveys, installation, test & turn-up, fiber locates and preventive maintenance. May be required to perform fiber splicing or cable terminations. Technicians may receive direction or work from multiple organizations in addition to the assignments from the dispatch group and their manager.

Operations Support Center (OSC): Responsible for the remote installation and maintenance of customer and network telecommunications circuits. Performs remote testing and provisioning, and coordinates with various internal and external organizations, to provide quality products and services to Verizon Business customers.

General Duties

Duties may include, but are not limited to, the following:

Field:

- A. Performs highly complex technical duties. Uses expertise to resolve difficult problems. Requires limited guidance on new and/or complex assignments.
- B. Demonstrates leadership qualities expected of a higher level technician including providing direction and technical assistance/training to other technicians.
- C. Responsible for the installation, monitoring, testing and maintenance of telecommunications and associated electronic equipment and wiring per specifications and operational procedures, both in technical facilities as well as on customer property.
- D. Performs testing and diagnostic procedures on equipment according to published equipment standards.
- E. Performs fiber locates, monitoring of construction activity, fiber splicing and termination.

- F. Assembles, installs, and/or tests transmission equipment channel banks, channel service units (CSU), digital service units (DSU), modems, routers, etc.
- G. Installs routers, bridges, multiplexers, concentrators, etc.
- H. Completes periodic maintenance on company transmissions support equipment.
- I. Maintains new and existing circuits through troubleshooting and fault isolation techniques; utilizes remote test systems to isolate and resolve customer circuit outages.
- J. Coordinates the testing and turn up of service with all involved providers until the customer's service is up and working.
- K. Serves as a technical team lead on large, complex, projects and or installations.
- L. May be required to perform additional duties and tasks as required by the Company.

OSC:

- A. Administers the installation and maintenance process in accordance with published guidelines and procedures.
- B. Performs comprehensive testing associated with circuits up through optical level (DS0-OCn), to include next generation services, to support both installation and maintenance activities. Ability to access network equipment to include DXC's, switches, and transport equipment, and utilize remote test systems.
- C. Performs comprehensive provisioning associated with circuits up through optical level (DS0-OCn), to include next generation services, to support both installation and maintenance activities. Ability to access network equipment to include DXC's, switches, and transport equipment, and utilize remote test systems.
- D. Updates and statuses source systems to provide accurate progress and timelines related to installation and maintenance activities.
- E. Collaborates with field operations personnel to complete physical work that is needed in support of installation and maintenance activities
- F. Exercises independent judgment and manage the escalation process as required, in support of installation and maintenance activities.
- G. Provides alternate solutions to resolve issues outside normal guidelines and procedures
- H. Performs project management for both customer and internal initiatives.
- I. May be required to perform additional duties and tasks as required by the Company

Basic Qualifications

- A. **Tests** – Results obtained in interviews and tests for this position must meet minimum requirements established by the Company, in accordance with Company policy.
- B. (Field) Medical Department evaluation may be required. May require Department of Transportation Physical and Drug Screen.
- C. (Field) Ability to perceive differences in wire and cable colors and distinguish audio tones.
- D. (Field) Valid Company and state driver's license and satisfactory driving record is required.
- E. (Field) Security background investigation may be required.
- F. Requires an in-depth knowledge of specialized telecommunications equipment, systems and processes as well as department policies and procedures.
- G. Must have good written and oral communication skills.
- H. Must present a cordial and professional image of our company when working with internal/external customers.
- I. Must be a self-starter, keep detailed notes and must be willing to learn on their own.
- J. Ability to work independently without direct supervision. Provides technical direction and guidance to less experienced technicians. May be designated as in-charge as needed.
- K. Associates degree in electronics and 7+ years of job-related experience, or an equivalent combination of education and experience.
- L. Desktop computer skills are essential.
- M. Satisfactory performance rating & attendance record in present job.
- N. May be required to work day, evening or night shifts and overtime, emergency call-outs, weekends and holidays as required. Must be available for stand-by assignment as determined by management.

Training

Combined classroom, programmed and on the job training as required. NOTE: training may be conducted at a central facility that requires travel and/or overnight stays.

Selection Criteria

Verizon is an Equal Employment Opportunity Company and does not discriminate on the basis of age, color, citizenship status, disability, disabled veteran status, gender, marital status, national origin, race, religion, sexual orientation, Vietnam-era veteran status or any other characteristic protected by applicable law.

Successful candidates of this position will be test qualified and will be selected based on their combined ranking on three job related factors as indicated on their resume:

1. Previously held Verizon work experience
2. Demonstrated job related skills
3. Desired Education

Below are the possible selection criteria within each category that may be utilized to identify successful candidates for this position.

Experience:

Relatedness of work experience is determined based on current or previously held positions for a minimum of 1 year in one of the following titles.

Title	Lateral	Directly Related	Related
Central Office Technician		Field	OSC
Fiber Customer Support Analyst		Field/OSC	
Fiber Network Technician		Field/OSC	
Field Technician		Field	OSC
Material Equipment Technician		Field	OSC
Material Systems Technician		Field	OSC
TTA Telecommunications Technical Associate for Field Tech or Central Office Tech		Field	OSC
Video Hub Technician		Field	OSC

Skills:

For a job opening, Hiring Managers may select 3 required skills and/or 3 desired skills from the list below.

Skill	Period Performing Skill	Required/Desired
<u>4 yr exp copper/fiber</u> Splicing of copper and fiber optic cable with at least 4 years experience in splicing, installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable.	3-5 Years	Desired (Field)
<u>4 yrs Voice and/or Data - Government Only</u>	N/A	Desired (Field)
<u>AC/DC Power (Electrical Technology)</u> Basic knowledge of electricity, static, capacitance, resistance, magnetism, inductance, alternating current and direct	6-12 months	Desired (Field)

current. Ability to measure AMP, Ohms, and AC/DC voltage.		
<u>Access Services: PRI</u> Basic knowledge of Primary Rate Interface. Understand the use and purpose of PRI.	6-12 Months	Desired (Field)
<u>Access Services: T1s</u> Basic knowledge of T1s. Understand the use and purpose of T1s.	6-12 months	Desired (Field)
<u>Analog & Digital Multiplexer Concepts</u> Basic knowledge of analog and digital communications. Must know theory of amplitude modulation, frequency modulation and digital communications system and Multiplexing and Demultiplexing	1-3 years	Required
<u>Asynchronous Transfer Mode (ATM)</u> Experience with channel based layering deciphering encoded data network traffic within NNI (Network-Network Interface) and UNI (User-Network Interface) cell formats. Includes operational understanding of "switching" through changing VPI (Virtual Path Identifier) and VCI (Virtual Circuit Identifier) values.	6-12 Months	Required (Field)
<u>Cable Design and Wiring</u> Fundamental knowledge of cable design and wiring for voice and data services	6-12 Months	Desired (Field)
<u>Cable TV Installation</u> Cable installation knowledge from premise CATV to desired locations on customer premise and an understanding of coax cables.	1-3 Years	Desired (Field)
<u>Cable TV Installation – CST, Splicing Tech, Tech-Business/Government, Sr Tech-Business/Government</u> Installation and maintenance experience from the distribution network and cutting cable into the serving terminal.	1-3 Years	Desired (Field)
<u>Certified for Splicing of Copper & Fiber Optic Cable (Government Only)</u> Splicing of copper and fiber optic cable with at least 4 years experience in splicing, installing, modifying, and troubleshooting aerial and underground copper and fiber optic cable	N/A	Desired (Field)
<u>Complex Translation / Advanced Intelligent Network Skills</u> Ability to utilize switch screen check translations setting for individual customers (e.g., long distance, call waiting, caller id, and call forwarding).	6-12 Months	Desired (Field)
<u>Construction Splicing</u> Splicing of fiber or copper cable systems as interpreted from engineering work prints.	6-12 Months	Required (Field)

<u>Control Office Testing</u> Set up and execute appropriate testing. Analyze data and determine how to resolve issues based on testing results.	6-12 months	Required (OSC)
<u>Data and Video Technology</u> Understand the theory of data and video technology. Ability to test and troubleshoot data and video systems.	6-12 Months	Desired
<u>Digital Loop Carrier and Equipment</u> Experienced in installation and/or maintenance of Digital Loop Carrier systems.	6-12 Months	Desired (Field)
<u>Digital Technology Concepts</u> Fundamental knowledge of communications systems, components, network structure, and interface technology. Familiarity with transmission codes and analyzing trouble conditions.	6-12 Months	Required (Field)
<u>Digital Transport Technology</u> Fundamental knowledge of communications systems, components, network structure, and interface technology. Familiarity with transmission codes and analyzing trouble conditions.	6-12 Months	Required
<u>DS1/DS3 Design Maintenance Concepts</u> Fundamental knowledge of high capacity signals for Digital Signal level DS1 rate 1.544 mb/s B8ZS, AMI framing. Digital Signal level 3 44.736 mb/s transmission rates M13 and C BiT parity.	6-12 Months	Required
<u>Electrical Technology</u> Basic knowledge of electricity, static, capacitance, resistance, alternating current and direct current. Ability to measure AMP, Ohms, and AC/DC voltage.	6-12 Months	Desired (Field)
<u>Fiber Optic Systems Concepts and Testing</u> Understand the theory of fiber optic technology. Ability to test and troubleshoot fiber optic systems.	6-12 Months	Required
<u>Fiber Optics Technology</u> Understand the theory of fiber optic technology. Ability to test and troubleshoot fiber optic systems.	6-12 Months	Required
<u>High Capacity Data Circuits</u> Working knowledge of high capacity lines used to transport 1.544 mbs of data per second such as HC, DH, IP, and YB circuit types.	6-12 Months	Required (Field)
<u>Install & maintenance of twist copper</u> Prior work experience splicing and/or maintaining copper cable.	6-12 Months	Required (Field)
<u>Internet/Email</u> Experience configuring web browsers. Familiar with email client configuration.	6-12 Months	Required
<u>ISDN - Primary Interface</u> Ability to test and troubleshoot ISDN circuits with ISDN test set. Identify sync, bits and transmission.	6-12 Months	Required (Field)

<u>ISDN - Basic Rate Interface</u> Ability to test and troubleshoot ISDN circuits with ISDN test set. Identify sync, bits and transmission.	6-12 Months	Required (Field)
<u>ISDN Technology</u> Understand ISDN technology and trouble diagnostic procedures.	6-12 Months	Required (Field)
<u>LAN/WAN Configuration</u> Experience configuring Local and Wide Area Network including TCP/IP, PPPoE and DHCP. Working knowledge of broadband routers, cabling and wireless LAN.	6-12 Months	Required (Field)
<u>LAN/WAN Management Administration and/or Design Concepts</u> Local Area Networks and Wide Area Network management. Basic knowledge of repeaters, bridges, routers, gateways and PCs.	6-12 Months	Desired (Field)
<u>LANs</u> Knowledge of LAN connectivity and LAN/WAN hardware. Ability to configure routers and understand the impact to LAN/WAN to ensure they are performing properly. Ensure all components are connected and working properly with customer equipment.	6-12 Months	Required (Field)
<u>Message Trunk Concepts</u> Ability to utilize switch screen to check translations setting, trunk group numbers for customer options (e.g., long distance, call waiting, caller id, and call forwarding)	6-12 Months	Desired (Field)
<u>Multiplexers</u> Experience splicing SONET rings and installing and turning up multiplexers.	6-12 Months	Required (Field)
<u>Networking Software</u> Experience configuring Network Interface Cards including TCP/IP	6-12 Months	Desired (Field)
<u>Outside Plant Construction</u> Placing of conduit structures, poles, aerial construction, and other placing activities.	6-12 months	Desired (Field)
<u>PC Skills</u> Proficient using a PC. Data entry skills with ability to input information into appropriate systems. Ability to use e-mail, Internet, Word, Excel, and other windows applications.	6-12 Months	Required
<u>Radio Transmission</u> Utilize appropriate equipment to diagnose and repair circuits with radio transmission problems.	1-3 Years	Desired (Field)
<u>SONET Technology Concepts</u> Basic understanding of multiplexer configurations.	6-12 Months	Required
<u>Switch Maintenance</u> Understanding of customer requirements and knowledge of how to resolve customer issues based on testing.	6-12 months	Desired (Field)
<u>Switch Technologies Business/Government</u> Knowledge of switch technology, and ability to provision, maintain, troubleshoot and test switches.	1-3 Years	Desired (Field)

<u>Switch Translations Recent Change</u> Ability to utilize switch screen to check translations setting for individual customers. i.e., (long distance, call waiting, caller id, and call forwarding)	6-12 Months	Desired (Field)
<u>Switchfoms</u> Ability to utilize FOMS database to research, inquire, and change database records for customer orders	6-12 months	Desired (Field)
<u>TCP/IP and/or X.25 and/or X.75 Protocol Concepts</u> Fundamental knowledge of TCP/IP networking concepts. Ability to identify IP address, Subnet Mask, and gateway	6-12 Months	Desired (Field)
<u>Telecom systems & equipment</u> Fundamental knowledge of communications systems, components, network structure, and interface technology.	6-12 Months	Required
<u>Top Secret, Full Lifestyle Polygraph Clearance</u>	N/A	Desired (Field)
<u>Using Meters</u> Ability to diagnose and repair circuits with crosses, Db loss, and grounds. Understand how resistance effects copper lines. Ability to use appropriate test equipment (e.g., Sidekick)	6-12 Months	Required (Field)
<u>Voice Switching Technology</u> Experience with voice switching systems such as 5ESS and DMS. Functional understanding of the Main Distribution Frame (MDF) within a Central Office (CO). Familiarity with the voice architecture involving cable pairs, jumpers, and originating equipment (OE).	6-12 Months	Required (Field)
<u>X.25 Protocol</u> Fundamental knowledge of TCP/IP networking concepts. Ability to identify IP address, Subnet Mask, and gateway	6-12 Months	Desired (Field)

Desired Education:

- 2 year or higher degree in:
 - Electrical & Computer Engineer
 - Electronic Engineering Technology
 - Applied Info Technology – Telecommunications
 - Telecommunications Technology
 - Network Technologies
- Telecommunications/Electronics Certificate
- Cisco Certified Network Administrator (CCNA)
- Power Certificate
- Cable/Wire Certification
- Class-5 Driver License (Bucket truck operation)
- Project management