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# Example of Central Office Technician Job Description

Our company is looking for a central office technician. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for central office technician

* Runs diagnostic test programs, analyzes defects and/or tests various types of digital switches, IP and sonnet equipment
* Assisting with or performing system and equipment installations, acceptance testing and initialization
* Runs diagnostic test programs, analyzes defects and/or tests various types of telephone switching equipment (5 ESS and DMS 100/200), uses various types of testing devices, volt-ohm meters, spectrum analyzer, digital communications, data analyzers
* Troubleshoot and Repair Fiber facilities in the Sunnyside area
* React quickly and find solutions to outages or major impacts on the 9-1-1 network respecting criteria established by the 9-1-1 team such as application of reroutes in case 9-1-1 centers have to go to their backup sites
* Answer support requests from different key players and do the appropriate follow-up
* Analysis of 9-1-1 logs, wireless/wireline phone trace, address requests, AULs, and line testing on phantom calls received at 9-1-1 call centers using Info-DMS / ACUT / TIM / BCRIS / PAIRE / CNA / IBI / NCMS / NM1
* Document in a ticketing system all troubles, problems and actions taken on the 9-1-1 network
* Perform other tasks related to 9-1-1 operations such as running scripts, 9-1-1 system cleanup, statistics, etc
* Maintain, install, and make changes to the power systems located in multiple locations which includes rectifiers, batteries, inverters, -48v power distribution equipment, equipment rack AC and DC equipment, cabling, grounding and bonding

## Qualifications for central office technician

* Equipment certification/licensing/experience is a plus
* Candidate is expected to reside within 30 minutes drive of assigned reporting location
* Required "on call" rotation nights, weekends, and holidays
* Candidates who are part of the Craft and Services bargaining unit must have
* Technical aptitude for computer applications
* A team player with a focus on customer satisfaction