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# Example of Customer Service Technician Job Description

Our company is growing rapidly and is looking for a customer service technician. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer service technician

* Analyze and troubleshoot cable and fiber faults to include pressurized and filled cable
* Use FB Viewer to interpet cable routes
* Repair cables in manhole, buried or aerial
* Be first of scene of damages to determine party at fault and complete damage forms
* Ability to operate backhoe, bucket truck and manhole package safely to perform repairs
* Perform installation and repair of voice services when load warrants
* Perform installation and repair of HSI services when load warrants to include bonded HSI and VDSL
* Actively support the YouCan program
* Monitors supply reports and listings and takes appropriate actions as required
* Prepares and processes transactions through the appropriate supply IT system

## Qualifications for customer service technician

* Must be able to meet all credentialing requirements of our clients, including, but not limited to immunizations
* Ability to climb ladders for installations
* Dexterity and Ability to use/manipulate a variety of tools
* Ability to work in confined spaces crawlspaces, attics, utility holes
* Must be able to bend, stoop, stretch, kneel and occasionally work in awkward positions
* Must have a working knowledge of telephony outside plant including but not limited to drops, cross-boxes, fiber systems, terminals