

# Customer Field Workstream

## Core Job Description

**Job Title:** Installer/Repairer  
**Local Title:** COMMUNICATIONS TECHNICIAN 5  
**Work Stream / Band:** CFW 5  
**Reports to:** Team Leader

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### REPORTING RELATIONSHIP TO CEO (based on the Telstra Organisation Template)

Level 1: Group Managing Director  
Level 2:  
Level 3:  
Level 4:  
Level 5:  
Level 6: Team Leader

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## JOB PURPOSE

### 1. Primary Role (if applicable, include other key role/s as 2, etc)

Without immediate supervision or direction undertake the full range of end to end installation, repair and maintenance functions associated to telecommunications products and services, to meet customers expectations and service commitments and maximise network profitability and revenue.

### 2. Typical Functions

Typically an individual performing this role would be required to undertake complex prescribed diagnostics and programming of services and networks in the field and determine the course of action from a range of variable solutions.

Typical functions could include, but not exclusive to:

- Installation and Repair of Complex CPE products and cabling (eg. PABX, SBS, Data & Special Services, Mobiles, Media & Broadcast services, associated Exchange work).
  - Repair of complex and difficult CAN transmission and inter-exchange network faults (ESD).
  - Repair and Maintenance of potential Network interference and service affecting Faults and Isolations associated to Switches and Transmission Systems (eg. Special service jumpering, fault rectification and hazardous board replacement under direction from GOC, RIM, RCM Faults, etc)
  - Repair and Maintenance of Large Pair Gain Systems (eg. RIM, DRCS & Customer Radio)
  - Install and Replace Exchange Cards.
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## ACCOUNTABILITIES

(Primary business outputs set for job)

Subject to regular reviews of results;

1. Achieve faultless end to end fault rectification and installations to the full satisfaction of customers expectations;
  - Through compliance to prescribed standards, practices and procedures
  - Through correct and proficient utilisation of instruments and tools from remote points within the network.
2. Undertake planned activities associated to infrastructure maintenance and upgrades within given time lines.
  - Through compliance to prescribed standards, practices and procedures
  - Through correct and proficient utilisation of instruments and tools from remote points within the network.
3. Ensure customer delight by constant interaction with the customer to confirm requirements, inform of progress and confirm the agreed requirements are fully met upon completion.
4. Contribute to personal and public image by compliance with all relevant policies, practices and regulations in an effective and responsible manner.
5. Contribute to the company's financial well being by the timely and accurate capturing and recording of all relevant cost, time and revenue data, along with seeking opportunities to grow revenue and reduce costs.
6. Contribute to the effective resource and workforce deployment through compliance to Work Management Centre business rules and performance expectations.

## DIMENSIONS (Size of job responsibilities)

Human Resource Responsibility:- (Tally)

Direct Line Reports [ ] Indirect Line Reports [ ] Others [ ]

Financial Accountability:-	(\$k's p.a. - against responsibility rating)			
	Primary	Shared	Contributory	Remote
Expenses:-	\$	\$	\$	\$
Revenue:-	\$	\$	\$	\$

Other: (if no \$'s indicator, other indication of relative size of responsibility)

- Financial accountability consists of the value of own labour, materials and equipment used per annum.
- An individual will be required to correctly and accurately record Fee For Service charges and forward the dockets to the appropriate area for billing.
- Correct application of and compliance to policies, procedures and practices will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently utilise materials and equipment in the execution of these functions

## QUALIFICATIONS - MANDATORY (No person to occupy job without this)

An employee will be required to possess/obtain and maintain the relevant and applicable licences to performing this function as deemed mandatory by regulatory and legal authorities and possess/obtain and maintain a drivers licence  
Typical Applicable Licence could be AUSTEL cabling licence  
Where a mandatory licence is required to perform a particular job function it will be specified on the individual job description statement (ie; Riggers Ticket, Articulated Truck Licence, Austel Licence)

## QUALIFICATIONS/EXPERIENCE LEVEL - DESIRABLE

1. An employee at the top end of this level will demonstrate a very high level of procedural and systematic proficiency in performing those functions and would be required to apply very well developed broad technical skills and would, typically, but not be restricted to, having a minimum of six years relevant experience in at least one of the relevant functional areas defined in the job role and possess the following attributes;
  - Well developed logistical skills for determining job planning
  - Well developed personal organisation & high level of self motivation
  - Able to Operate Screen Based Equipment
  - Possess a sound knowledge of voice/data products.
2. An occupant performing at this level is a front line ambassador for Telstra and will require the individual to present the highest level of customer service behaviours possible, to take ownership and show initiative in the resolution of customer related issues and the provision of service.
3. The Employee will be required to show a high level of initiative as a fundamental requirement in the delivery of service to customers and to operate inter dependently .

## **Australian Qualifications Framework Relativities**

A person who is assessed as fully competent at this work level and across all work functions performed in this position analysis, would be eligible to attain the following Australian Qualifications Framework Competencies and/or certificates.

- 3 of the required 5 competencies for AQF4, Certificate iv ( CAN)
- 2 of the required 5 competencies for AQF4, Certificate iv ( Telecommunications )
- 1 of the required 4 competencies for AQF5, Diploma In (CPE)
- 4 of the required 5 competencies for AQF4, Certificate iv ( CPE)

NOTE; Applicable, relevant competencies as identified on 1 October 1998, these can be varied from time to time as Industry standards are adjusted.

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### **KEY WORKING RELATIONSHIPS (Typical level contacts only)**

#### **Internal**

- Work Management Centre
- Cable Assigners
- Sales & Customer Service Staff
- Area Manager
- Team Leader
- Managers
- Specialist Operations Centres

#### **External**

- Customers ( All Segments )
- Local Authorities
- Developers