

Customer Field Workstream

Core Job Description

Job Title: Installer/Repairer
Local Title: COMMUNICATIONS TECHNICIAN 7
Work Stream / Band: CFW 7
Reports to: Team Leader Field

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 Field

JOB PURPOSE

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

Without immediate supervision or direction undertake a range of complex end to end installation, repair and maintenance functions associated to the range of complex 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 very complex diagnostics and programming of services and networks in the field and determine the course of action from a wide range of variable solutions.

Typical functions could include, but not exclusive to ;

- Specialist complex repair of CPE (eg. PABX, Data, Media, & Broadcast services, associated Exchange elements) and/or CPE related networks
 - Highly specialist complete Repair and Maintenance of Network and Service affecting Faults and Isolations associated with Switches and Transmission activities. (eg. difficult and complex fault rectification, outage recovery, complex switch fault rectification, DRCS, RIM, S12, AXE and Customer Radio).
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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 standards, practices and procedures
 - Through correct and expert utilisation of instruments and tools from remote points within the network.
2. Undertake planned and complex routine activities associated to network & service infrastructure, maintenance and upgrades, within given time lines.
 - Through *Compliance* to standards, practices and procedures
 - Through correct and expert 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

An employee at the top end of this level will demonstrate a very high level of procedural and systematic proficiency 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.

KEY WORKING RELATIONSHIPS (Typical level contacts only)

Internal

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

External

- Customers (All Segments)
- Local Authorities
- Developers
- Vendors