

## JOB DESCRIPTION

### Fiber Optic Field Service Technician



**FLSA Code:** Non-Exempt

**Department:** Professional Services

**Reports to:** Project Manager

**Job Summary:** Fiber Optic Field Services Technical will be trained to be experienced in all aspects of fiber optic testing and network troubleshooting. Responsible for OTDR, Power Meter & Laser Source (OLTS), OFI testing. Provides continuous updates to the Project Manager, keeps track of their time/receipts & data in a neat and orderly manner. Will be traveling 75% of the time all over the United States and Canada.

#### **Duties/Responsibilities:**

- Ensure all assigned equipment is calibrated and accounted for at all times
- Adhere to the schedule of the job and report to work site on time
- Maintain a professional manner while on job site
- Analyze and trouble shoot data while in the field as well as during the reporting process
- Create a professional report utilizing word and excel to provide to end customer
- Provide trouble shooting and or technical support to customer while on site
- Work well and communicate with team member while on the road
- Document all start, break & end times
- Working timely and efficiently to complete the job in the timeframe given

#### **Qualifications/Requirements:**

- Problem Solve & Troubleshoot
- Must have a valid US Drivers License
- Organizational Skills
- Critical Thinking
- Proficient in Microsoft Office & Google Suite
- Customer Service
- Accountability & Humility
- Self Motivated
- Time Management
- Reaching and/or grasping
- Utilizing a ladder at times
- Working outdoors in all conditions
- Lifting up to 70lbs
- Exposure to dusty, noisy, mechanical and electrical environments

**Education / Experience:** High School or equivalent. AAS in EET or related field.

**Metrics:** Quality goals / Continuous Improvement(s) / Recommendations/ Time Management

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The company has reviewed this job description to ensure that the basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

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