

Fiber Optic Technician

The South Hadley Electric Light Department (SHELD), a municipal electric utility company with 8,000 customers and over a century of service to the people of South Hadley, is seeking a qualified experienced Fiber Optic Technician who will be responsible for OSP & ISP installation, service deployment, and trouble resolution for a wide range of telecommunications, data, internet, and voice services deployed by SHELD and will report directly to the Telecommunications and Electric Meter Manager.

Position Responsibilities:

- Fiber to The Home (FTTH) installation of internet and voice services, including troubleshooting and repair.
- Copper voice and data line installation, repair, troubleshooting.
- Installation, maintenance, and fault resolution of fiberoptic & telephone lines, subscriber carrier systems, terminal, protection devices.
- Fusion splicing and mechanical terminations of fiber optic connectivity, verifying splice enclosure details, cable counts and preparing groups of pairs for splicing.
- Installing and removing aerial cable, including messenger strand, and transferring of cable and equipment from old poles to new poles.
- Placing and maintaining cable within underground conduit systems as well as direct buried cable using plowing, digging, and trenching equipment.
- Installing Central Office feeder and distribution cable.
- Conducting customer site surveys and network assessments.
- Transferring service from new or existing cable plant to other cable plant as required.
- Completing fiber optic Outside Plant (OSP) and Inside Plant (ISP) related forms and reports with Telecom Engineer.
- Performing all OSP/dig safe related duties as assigned by Management, as time and training permits.

Job Knowledge/Skills Required:

- Prior knowledge of OSP fiber and copper operations and maintenance.
- Experience with IP telephony systems.
- IP LAN/WAN experience or equivalent training or certification.
- 4+ years of Telecom networks or OSP experience with knowledge of OSP line construction process.
- Must be proficient configuring computers, PCs, laptops, and other portable electronic devices.
- Experience or ability to be trained to configure and support customer premise equipment.
- Must possess a basic understanding of electrical theory and concepts.
- Ability to analyze Wi-Fi, solve problems, and perform effective troubleshooting.
- Must be able to distinguish between colors.

- Must be familiar with State, local and OSHA safety standards.
- Ability to operate tools, vehicles including bucket trucks, and construction equipment safely and skillfully. Also, the use of cable reel trailers, marking materials, pedestals, aerial cable terminals, splicing materials, test equipment, and hand tools.
- Ability to read and interpret cable records, maps, staking sheets, circuit diagrams, CAD drawings, Google Earth Pro, Vetro mapping and operating/maintenance manuals.
- Must be able to read and interpret documents such as fiber optic cable GPON and network schematics and diagrams.
- Good working knowledge of Corning & Commscope products and services.
- Ability to perform record keeping and documentation with a high degree of accuracy.
- Must possess ability to manage multiple projects to completion in an organized and efficient manner.
- Must be able to work independently and as part of a team, pay close attention to detail and react accordingly.
- Must participate in an on-call rotation.

Qualifications and Physical Requirements:

- High school diploma and training or work experience. An associate degree in computer technology or other technology focus is a plus.
- Preferable consideration will be given for Bicsi & FOA certifications, Electrical Engineering, Computer Science, or former IT/IS experience.
- Must possess a valid Massachusetts driver's license and have a safe driving record. A valid MA CDL license is a plus.
- Must be able to work in different environments including inside, outside, in inclement weather, in confined spaces, off a ladder, and at heights of 40 feet, and be able to lift 80 lbs.
- Must be dependable and accountable.
- Must live within a reasonable driving distance and be able to report to work within 30 minutes as defined in the Union contract.

This is a full-time Union position with a probationary period according to the IBEW contract. SHELD offers excellent benefits including a Massachusetts Public Employee Pension Plan. Qualified candidates can apply for this position by submitting a cover letter and resume via email to kmendoza@sheld.org , Kim Mendoza at South Hadley Electric Light Department.