STATE OF CALIFORNIA GRAY DAVIS, *GOVERNOR*

DEPARTMENT OF INDUSTRIAL RELATIONS
DIVISION OF LABOR STATISTICS & RESEARCH
455 Golden Gate Ave. 8th Floor
San Francisco, CA 94102

ADDRESS REPLY TO:
P.O. Box 420603
San Francisco CA 94142-0603

SCOPE OF WORK PROVISIONS

FOR

TELECOMMUNICATIONS TECHNICIAN

IN

(pg. 2B)
Alameda, Los Angeles, San Francisco, San Mateo, Santa Clara

(pg. 2B-1)
Contra Costa, Marin, Orange, and San Diego

(pg. 2B-2)
Alpine, Amador, Butte, Calaveras, Colusa, El Dorado, Fresno, Glenn, Humboldt, Imperial, Kern, Kings, Lake, Lassen, Madera, Mariposa, Mendocino, Merced, Modoc, Monterey, Napa, Nevada, Placer, Plumas, Riverside, Sacramento, San Benito, San Joaquin, San Luis Obispo, Santa Cruz, Shasta, Sierra, Siskiyou, Solano, Sonoma, Stanislaus, Sutter, Tehama, Trinity, Tulare, Tuolumne, Ventura, Yolo and Yuba

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March 15, 2002

IMPORTANT NOTICE
TO AWARDING BODIES AND INTERESTED PARTIES

REGARDING THE
TELECOMMUNICATIONS TECHNICIAN

Based upon the attached communication dated February 20, 2002, from Bill Quirk of the Communications Workers of America to Chuck Cake, Chief Deputy Director of the Department of Industrial Relations, the Office of the Director has determined the following:

> Effective March 15, 2002, for all projects advertised for bids as of this date and prospectively which involve voice, data, and video communications work, the scope of work for this determination is clarified to exclude conduit work except in cases involving conduit runs of less than or equal to ten (10) feet within telecommunications rooms/closets.

Bill Quirk - Conduit issues

From: Bill Quirk
To: ccake
Date: 02/20/2002 5:10 PM
Subject: Conduit issues

>>> Bill Quirk Wednesday, February 20, 2002 3:27:57 PM >>>

Dear Chuck,

I hope the information below will help you.

For C7 licensed contractors with whom CWA holds a collective bargaining agreement in the State of California, I believe the following statement covers 95 % of work performed by our members.

The scope of work that CWA members perform requires the running of conduit from time to time. This conduit work is typically coincidental to Telecommunications work and normally in telecommunications rooms / closets. Usually the conduit run is not longer than 10 feet.

Sincerely,

Bill Quirk
Assistant to Vice President
Communications Workers of America, District 9

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August 31, 2001

NOTICE REGARDING ADVISORY SCOPE OF WORK FOR THE TELECOMMUNICATIONS TECHNICIAN GENERAL PREVAILING WAGE DETERMINATIONS

The following work, which is part of the Collective Bargaining Agreement between Pacific Bell and Communications Workers of America, is not recognized by the Department of Industrial Relations in the August 22, 2001 issuance of the Telecommunications Technicians' general determinations, C-422-X-1-2001-1, C-422-X-1-2001-1A, and C-422-X-1-2001-1B. These duties **SHALL NOT** apply to the Telecommunications Technician classification. The minimum rate of pay for this work shall be that of the appropriate construction crafts/classifications published in the Director's General Prevailing Wage Determinations.

- Repair and maintain AC & DC power equipment in central office.
- Maintains operational fuel tanks.
- Maintain engines and turbines from 6 KW to 2500 KW.
- Testing and maintaining power alarms.
- Erect overhead ironwork including cable racks and earthquake bracing to support cables and equipment.
- Work with heavy duty power equipment and hand tools in the construction and repair of outside plants cable facilities, conduit and pole lines.
- Drive vehicles with 3 or more axles or tow other vehicles of 6000 pounds or more.
- Perform various types of construction operations which all require heavy physical labor and lifting.
- Perform preventative maintenance on all assigned company tools, equipment and motor vehicle.
- Perform repetitive task, e.g., manually digging poles and holes.
- Digging with shovel, jackhammer, etc. to find buried trouble.

COMMUNICATIONS TECHNICIAN (EM)
CALIFORNIA MARKETS
TIME-IN-TITLE 24
JOB DESCRIPTION NUMBER. 01235

JOB FAMILY	Technical
HOURS	Day hours, Monday through Friday. May require occasional overtime and/or Saturday work.
TRAINING	Classroom and on-the-job training.
ADDITIONAL BASIC REQUIREMENTS	• Ability to perceive differences in wire and cable colors. • Class II Physical
NUMBER OF INCUMBENTS	
LOCATION	Companywide
DISCIPLINES	• Network Terminal Equipment Center (NTEC) • Power
REQUIRED SKILLS	This job has Required Skills. See attached Skill Code List.
SKILLS THAT MAY BE REQUIRED	This job has skills that may be required (will be shown on requisition). See attached skill code list.
ADDITIONAL BASIC TEST	**Digital Technology Skill Assessment Test (DTSAT)** ***Note: Effective May 1, 1996, this will become a BASIC TEST.***

SOME OF THE TASKS AND DUTIES

1. Repairs and maintains AC and DC power equipment in central office.
2. Locates trouble by inspecting and testing equipment and analyzing test data, trouble reports and computer diagnostics or printouts.
3. May perform many tedious, repetitious test procedures to locate trouble.
4. Clears trouble by cleaning, adjusting, or replacing equipment; or by computer input commands; repairs faulty wiring.
5. Performs routine equipment maintenance such as inspecting, cleaning, testing and lubricating.

SOME OF THE TASKS AND DUTIES (CONTINUED)

6. Keeps detailed record of nature of work and item of equipment involved.
7. Observes important housekeeping and safety standards.
8. Could be sent to work in offices other than regular assigned office which may require driving of Company vehicle between locations. Ability to drive a manual transmission may be required.
9. Tests and controls equipment using computer input/output devices.
10. Uses high precision measuring devices and meters that may weigh up to 60 lbs., in testing of new service.
11. Uses various equipment to isolate trouble, and coordinates trouble clearing with Surveillance Center and Power Maintenance Engineers.
12. May perform corrective/preventive maintenance and analyze computer printouts to troubleshoot operational and data problems.
13. Some degree of expertise in the use and maintenance of various manufactured power equipment (e.g., Lorian, Ratelco).
14. May be required to use oscilloscopes and other sophisticated electronic test equipment to isolate trouble and test power equipment.

NETWORK TERMINAL EQUIPMENT CENTER (NTEC)

1. Performs the hands-on maintenance of Network Terminal Equipment (NTE), and the maintenance and provisioning activities associated with NTE for message trunks and special services circuits.
2. May work on circuit cross-connects on distributing frames for maintenance or provisioning operations, or both.
3. May require work on transmission equipment such as carrier (Channel Banks), Digital Access Cross-Connect System (DACS), Digital System (DDS), Metallic Facility Terminal (MFT), terminal and signaling equipment, bridges, equalizers and repeaters.
4. May prepare circuit sketches from Work Order Record and Details (WORD).
5. Processes Special Service Orders (SSO's), Trunk Facility Orders (TFO's), and WORD documents.
6. May be required to provide maintenance and provisioning on Pair Gain Terminal.

POWER

1. Performs the hands-on maintenance of central office AC and DC power equipment.
2. Reads and interprets CD's, SC's, T-Wiring diagrams an electronic circuuits.
3. May work with analog and digital power equipment.
4. Knowledgeable of central office grounding technology.
5. Maintains engines and turbines of all sizes from 6KW to 2500 KW.

SOME OF THE TASKS AND DUTIES (CONTINUED)

6. Knowledgeable of power requirements of various types of central office switching equipment.
7. Maintains operational fuel tanks to include the prevention and elimination of contaminants.
8. Testing and maintaining power alarms.
9. Operational testing and maintenance of wet cells, dry cells, rectifiers, ringing and tone plants, DC power boards, AC power panels and circuit breakers.
10. May observe vendor activities to insure Method of Procedures are followed and work is being performed safely.
11. Schedules and conducts annual DC operational evaluations of power plants.
12. Familiar with governmental regulations for the handling, monitoring and storing of petroleum fuels.
13. Familiar with Spill Prevention Control and Countermeasure and Hazardous Material Management Plans.

ENVIRONMENT

1. May work entire shift in a switching control center.
2. Power areas may be crowded with bays of equipment and narrow aisles.
3. The room temperature may rise above or fall below normal, and there is constant noise.
4. Control center environment may require prolonged periods of sitting with continuous ringing of telephone.
5. Spends most of shift moving about, standing and/or climbing ladders.
6. Wears safety glasses, rubber gloves and other protective equipment.
7. May work under pressure to meet deadlines.
8. May work with live voltages, AC and DC.
9. May be required to sit at VDT for long periods of time, researching orders in various systems.
10. Works with engines and Uninterruptible Power Supplies (UPS) equipment that are noisy.
11. Works with hazardous materials such as battery acid, diesel fuel and oil.
12. May work under pressure to prevent or restore service during a power interruption or commercial power failure.
13. May be required to work on engines in inclement weather.

COMMUNICATIONS TECHNICIAN (BROADBAND)

TIME-IN-TITLE	30
JOB DESCRIPTION NUMBER	01250

JOB FAMILY	Technical
HOURS	Day, evening and night shifts. Must be available for overtime, emergency callouts, weekends and Holiday work.
TRAINING	On-the-job and formal classroom training. Training may include trainee evaluation.
ADDITIONAL BASIC REQUIREMENTS	• Ability to perceive differences in wire and cable colors • Class II Physical
NUMBER OF INCUMBENTS	
LOCATION	Statewide
DISCIPLINE	Broadband
REQUIRED SKILLS	This job has required skills. See attached Skill Code List.
SKILLS THAT MAY BE REQUIRED	This job has skills that may be required (will be shown on requisition). See attached skill code list.
BASIC TEST	Digital Technology Skill Assessment Test (DTSAT)

SOME OF THE TASKS AND DUTIES

1. Installation and maintenance of consumer Broadband headend equipment and asociated equipment. Able to perform to FCC standards.
2. Works with amplitude modulation principles; modulation index; sidebands and the frequency domain; amplitude modulation power distribution; single-sideband communications, frequency conversion.
3. Performs automated 24-hour FCC testing procedures: creating test plan; selecting tuner configuration and CSO/CTB system measurement; formatting RAM card; making programming and reviewing test.

SOME OF THE TASKS AND DUTIES

4. Uses required equipment: vector scope; wave form monitor; video measurements set; equipment set up and operation; video testing procedures: FCC proof-of-performance testing; chrominance/luminance delay; differential gain; differential phase.
5. Uses passive signal combining networks: splitters, directional couplers, taps, and signal combiners; active signal combining: combiner amplifiers, post amplifiers, and headend driver amplifiers; headend signal combining.
6. Uses basic concepts; processing requirements; over-the-air broadcast television. Single-channel FM terrestrial microwave; TVRO satellite; FM off-air; local origination; commercial insertion; satellite stereo TV audio; data services; AML microwave.
7. Must meet specific quality, production, and safety standards.
8. Install, repair and perform preventative maintenance functions on designed circuits, including electronic equipment for video, data and Audio applications.
9. Works with hand tools and a wide variety of electronic test equipment.
10. Works and coordinates with other groups and interfaces with customers, vendor and other communication companies.
11. Keeps accurate records (e.g., time reporting, repair tickets and installation logs).
12. Installs inside wiring and cable runs, and connects color coded wire in the cable to terminals in equipment mounting.
13. Tests to verify the service was installed properly, and makes notations on the service order to indicate changes and/or completion.
14. Drives a company vehicle.
15. Coordinates plug-ins, including unpacking, ordering, tracking, shipping, and storage.
16. Will be required to read and interpret broadband design and strand maps.

ENVIRONMENT

1. Works most of the time at Company locations, which requires the ability to interface with business people.
2. May spend long periods of time in cramped equipment areas.
3. Must climb ladders (maximum 28 feet).
4. Must wear safety glasses, safety helmet, heeled boots and appropriate safety attire as necessary.
5. Commutes daily from job to job (may involve long distances).
6. Crawls, pulls cable and works in confined spaces.
7. May be required to handle items weighing 26 - 60 pounds (test equipment, manhole covers, etc.).
8. Performs all assigned work in an effective and efficient manner to meet service deadlines, frequently under pressure.

COMMUNICATIONS TECHNICIAN (ESS)
NETWORK OPERATIONS
TIME-IN-TITLE 30
JOB DESCRIPTION NUMBER 01241

JOB FAMILY	Technical
HOURS	Day, evening and night shifts. Must be available for overtime, emergency callouts, weekends and holiday work. Shifts chosen by seniority.
TRAINING	On-the-job and formal classroom training. Training could include travel to distant location in or out of state for extended periods of time. Training may include trainee evaluation.
ADDITIONAL BASIC REQUIREMENTS	• Ability to perceive differences in wire and cable colors. • Class II Physical
NUMBER OF INCUMBENTS	
LOCATION	/wide
DISCIPLINES	• **Customer Service Center (CSC)** • **Local Field Operations (LFO)** • **Network Operations Center (NOC)**
REQUIRED SKILLS	This job has Required Skills. See attached Skill Code List.
SKILLS THAT MAY BE REQUIRED	This job has skills that may be required (will be shown on requisition). See attached Skill Code List.
BASIC TEST	**Digital Technology Skill Assessment Test (DTSAT)**

SOME OF THE TASKS AND DUTIES

1. Repairs and maintains electronic digital switching equipment in central offices using software analysis techniques.

SOME OF THE TASKS AND DUTIES (CONTINUED)

2. Locates trouble by inspecting and testing equipment and analyzing test data, trouble reports, and computer diagnostics and printouts.
3. May perform tedious, repetitious test procedures to locate trouble or to complete routine tasks.
4. Clears trouble by cleaning, adjusting, or replacing equipment; or by computer input commands; repairs faulty wiring.
5. Performs routine equipment maintenance such as inspecting, cleaning, testing and lubricating. May also use software to perform system evaluation routine maintenance.
6. Keeps detailed records of nature of work and item of equipment involved.
7. Complies with safety and housekeeping standards.
8. Will be dispatched to work at various locations by the Control Center and will be required to drive own or Company vehicle between locations. Ability to drive manual transmission may be required.
9. Interfaces with various computers. Tests, and controls equipment, using computer input/output devices such as teletypewriter and Video Display Terminal (VDT).
10. Will be required to use oscilloscopes and other sophisticated electronic test equipment to isolate trouble and test ESS equipment.
11. Coordinates trouble clearing with other work groups, e.g., outside repair forces or other communication companies. Some work groups are in distant offices.
12. Lifts test equipment weighing up to 45 lbs.
13. Modifies critical software routing memory requiring precise and accurate performance.

COMPLEX ORDER AND PROVISIONING:

1. Reviews and analyzes all customer service input requests for viability and translations requirements.
2. Negotiates due dates with originating department.
3. Formats, types and verifies complex and Centrex service order information for entry into Store Program Controlled Switches (SPCS). Requires a great deal of accuracy and attention to detail.
4. Works with several mechanized systems and switch types, each requiring different transactions and input formats.
5. Accesses mechanized system via an interface system to extract customer service order activity for input to the SPCS.
6. Inputs commands to mechanized systems to access the switch and send preformatted recent change messages to the switch.
7. Enters recent change information manually into the switch if system interface is unavailable.

SOME OF THE TASKS AND DUTIES (CONTINUED)

8. Verifies machine translations for accurate input, using mini-computer programs and raw data dumps (octal to binary to decimal).
9. Interfaces with other work groups within Operations and Marketing as a Subject Matter Expert on translation-related troubles, procedures and feature operations.
10. Prepares Centrex conversion (USOC to machine language) used by other departments for maintenance.
11. Puts information for Centrex service orders into mechanized system files to be used by other work groups to complete assignment of facilities.
12. Interfaces with various support systems through a single system access, windowing computer system (i.e., COSMOS, CCATS, SORD, APTOS, MARCH) as well as participates in coordination meetings to ensure customer request is met.
13. Sorts, matches and files service orders and worksheets obtained from various sources.
14. Handles telephone calls from various work groups to coordinate the input of certain service orders into the switch.
15. May handle a high volume of activity and will be expected to meet due dates and commitments to customer.
16. Uses various computer systems for data entry collection, analysis and verification of assignments.
17. May initiate or receive contacts to clarify and resolve any issues resulting from incomplete or inaccurate service request, or customer service affecting discrepancies. Analyzes and decides what action to take to resolve the discrepancy by verifying various computer systems and the switch.
18. Participates in working towards meeting group objectives.

ENVIRONMENT

1. Works with others in the Control Center or may work alone in central offices.
2. Spends most of shift walking, standing, or sitting in a confined environment.
3. May include extensive driving under all road and weather conditions.
4. May be loaned to work in various offices within the same exchange.
5. May wear eye protection.
6. May include repetitive bending and lifting of equipment.
7. May need to meet constant due dates.
8. May require climbing stairs to get to work location.
9. May require ladder climbing.
10. May require stooping, bending, and reaching while working on equipment.

ENVIRONMENT (CONTINUED)

COMPLEX ORDER AND PROVISIONING:

1. May spend long periods of time sitting at own desk in front of a PC.
2. Required to handle large volumes of work and meet constant deadlines.
3. Will work in a self-directed work team environment.
4. Should be a self-starter, self-motivated and work with minimal supervision.
5. Flexible to the needs of the customer (customer advocate).
6. Adaptable to change.

COMMUNICATIONS TECHNICIAN (FMAC)
CALIFORNIA MARKETS
TIME-IN-TITLE 24
JOB DESCRIPTION NUMBER 01233

JOB FAMILY	Technical
HOURS	Day, evening and night shifts. Must be available for overtime, emergency callouts, weekends and holiday work. Shifts chosen by seniority.
TRAINING	On-the-job and formal classroom training. May include training off-the-job for extensive periods.
ADDITIONAL BASIC REQUIREMENTS	• Ability to perceive differences in wire and cable colors. • Class II Physical
NUMBER OF INCUMBENTS	/
LOCATION	Companywide
DISCIPLINES	• Network Operations • Digital Transport
REQUIRED SKILLS	This job has Required Skills. See attached Skill Code List.
SKILLS THAT MAY BE REQUIRED	This job has skills that may be required (will be shown on requisition). See attached Skill Code List.
ADDITIONAL BASIC TEST	**Digital Technology Skill Assessment Test (DTSAT)** ***Note: Effective May 1, 1996, this will become a BASIC TEST.*** • Pole Climbing Training Test (PCTT) for Pacific Bell Employees or Physical Abilities Test Battery (PATB) for Nevada Bell Employees, if candidate is to attend pole climbing school.

SOME OF THE TASKS AND DUTIES

1. Performs vendor observing and standard practice acceptance of newly installed T-Carrier terminals, repeater bays, DSX bays (Digital Cross Connect Systems), MUX bays and other associated central office equipment which may include Pair Gain Equipment.

SOME OF THE TASKS AND DUTIES (CONTINUED)

2. Performs cable pair loss tests and records results.
3. Responsible for T-Carrier System turn-up and span/line repeater installation and maintenance.
4. Performs alignment and tests per standard practices. Records data on appropriate forms and forwards to designated groups.
5. Locates trouble by inspecting, testing equipment and analyzing test data and trouble reports.
6. Works with available technical references such as Standard Practice schematic drawings and circuit descriptions.
7. Makes use of various items of test equipment, such as transmission test sets, various oscilloscopes, volt-OHM meters, repeater, fault-locate test sets and Bit Error Rate Test Set to isolate trouble or condition for service.
8. Responsible for interpretation of circuit layout records, transmission designs, equipment drawings, etc.
9. Clears trouble by cleaning, adjusting or replacing equipment; repairs faulty wiring.
10. Performs routine equipment maintenance on a scheduled basis.
11. Keeps detailed records on work activities such as nature of work and type equipment.
12. Could be sent to work in offices other than regular assigned office, which may require driving of company vehicle or personal vehicle.
13. Coordinates installation or repair work with other forces, often distant offices, outside repair forces and engineering.
14. Coordinates plug-ins, including unpacking, tracking, shipping and storage.
15. May be responsible for analysis and tracking of T-Carrier/Fiber Optic/Hi-Cap Systems/Pair Gain troubles and associated reports.
16. Converses with and in some cases tests and controls equipment using computer input/output devices.
17. May be required to drive company vehicle.
18. Observes housekeeping and safety standards and procedures.
19. Frequently required to handle heavy items weighing 26 to 60 lbs. (such as test equipment, equipment plug-ins and manhole covers).
20. May be required to contact customers by telephone or in person.
21. May work on Intra-Service Area Digital/Analog Radio Facilities, which requires a General Radiotelephone Operator's License.
22. May be required to install and maintain Hi-Cap service with short time frames.
23. May be required to work on Digital Access (DACS/Crossconnect).
24. May be required to work on span and Terminal equipment for Pair Gain and some special services (i.e. Hi-Cap).
25. Responsible for installation and maintenance of telemetry/surveillance components in Digital Network.

ENVIRONMENT

1. May work entire shifts in switchroom which is crowded with equipment and has narrow aisles.

ENVIRONMENT (CONTINUED)

2. May work in a central administrative or restoration control center.
3. May work in a Controlled Environmental Vault (CEV).
4. Spends most of shift walking, standing and/or climbing ladders.
5. May be required to enter manholes or climb poles.
6. May be assigned to a field dispatch unit requiring travel from central office to central office to perform work activities.
7. Wears safety glasses.
8. Room temperatures may rise above normal and there is constant noise.
9. May work under pressure to meet deadlines.
10. May be dispatched to work alone in remote or populated areas during day or night hours.
11. May be required to travel during inclement weather conditions, on hazardous terrain, by modes of transportation other than motor vehicles, e.g., snow vehicles, trams, boats, etc.
12. May work at customer location testing and installing Hi-Cap services in small rooms (i.e. closets).
13. May be required to work at customer premise.

COMMUNICATIONS TECHNICIAN (TOLL)
CALIFORNIA MARKETS
TIME-IN-TITLE 24
JOB DESCRIPTION NUMBER 45271

JOB FAMILY	Technical
HOURS	Day, evening and night shifts. Available for overtime, emergency callouts, weekends and holiday work. Shifts chosen by seniority.
TRAINING	Classroom and/or on-the-job training. Training may include trainee evaluation.
ADDITIONAL BASIC REQUIREMENTS	• Ability to perceive differences in wire and cable colors. • Class II Physical
NUMBER OF INCUMBENTS	
LOCATION	Statewide
DISCIPLINE	Microwave Radio
REQUIRED SKILLS	This job has Required Skills. See attached Skill Code List.
SKILLS THAT MAY BE REQUIRED	This job has skills that may be required (will be shown on requisition). See attached Skill Code List.
BASIC TEST	Technical Telephone Ability Battery.
ADDITIONAL BASIC TEST	Electronic Systems Minicourse (ESM) may or may not be required based on specific functions of the job and candidate's previous work experience/training.

SOME OF THE TASKS AND DUTIES

1. May work with testing equipment measuring devices, meters, and hand tools in adjusting, wiring, repairing, maintaining and testing of various communications equipment, i.e., telephone, microwave radio, voice data, television and telegraph.

SOME OF THE TASKS AND DUTIES (CONTINUED)

2. Receives recorded or telephone trouble reports from customers and other offices in connection with maintenance of service.
3. Reads and interprets complex service orders, circuit diagrams, and standard practices.
4. Uses measuring devices and meters to test new service to assure proper functioning.
5. Uses various equipment to isolate trouble and coordinates trouble clearing with other, often distant offices and outside repair forces.
6. Talks frequently with vendors, departmental personnel and customers in connection with trouble reports and maintenance of various communications systems.
7. Keeps detailed records of nature of work and item of equipment involved.
8. Performs routine maintenance and trouble resolution.
9. May be required to drive a Company vehicle. Ability to drive manual transmission may be required.
10. May be required to set up routines and job scheduling programs for vendor installation companies.

ENVIRONMENT

1. Working conditions vary, i.e., works in a large room crowded with bays of equipment which is constantly noisy and the room temperature may rise above or fall below normal.
2. May spend entire shift confined to one task or physical location requiring constant sitting, walking, standing or ladder climbing.
3. Some assignments completed alone while others require assistance of one or more persons.
4. May perform work to meet deadlines under emergency conditions.
5. Wears safety glasses.
6. May be required to climb antenna structures (for example, 50 feet at an evaluation of 9,000 feet)
7. May be required to work alone at remote (or well populated) repeater sites/microwave stations during the day or night hours.
8. May be required to travel during inclement weather conditions in hazardous terrain and by modes of transportation other than motor vehicle, (i.e, snow vehicles, tram, etc.).

COMPANY TELECOMMUNICATIONS TECHNICIAN
CALIFORNIA MARKETS
TECHNOLOGY & SERVICES
TIME-IN-TITLE 24
JOB DESCRIPTION NUMBER 06981

JOB FAMILY	Technical
HOURS	Day, evening and night shifts, 7 days per week. Must be available for overtime, emergency callouts, weekends and holiday work.
TRAINING	Classroom and on-the-job training. May require out of town training (in and out of state) for extended periods of time.
ADDITIONAL BASIC REQUIREMENTS	• Ability to perceive differences in wire and cable colors. • Class II Physical
NUMBER OF INCUMBENTS	
LOCATION	Statewide
DISCIPLINES	• Computer Communications Trouble Analysis Center • Data Network Access Point • Data Network Trouble Analysis Center • Dial Data Trouble Analysis Center • Mini Computer Maintenance Group • Network Control Center • Official Communications Services • Operations Support Group/Data Maintenance Group
REQUIRED SKILLS	This job has Required Skills. See attached Skill Code List.
SKILLS THAT MAY BE REQUIRED	This job has skills that may be required (will be shown on requisition). See attached Skill Code List.
BASIC TEST	• Technical Telephone Ability Battery

COMPANY TELECOMMUNICATIONS TECHNICIAN
CALIFORNIA MARKETS
TECHNOLOGY & SERVICES
JOB DESCRIPTION NUMBER: 06981

ADDITIONAL BASIC TESTS

- Electronic Systems Minicourse (ESM) may or may not be required based on specific functions of the job and candidate's previous work experience/training.
- Pole Climbing Training Test (PCTT) for Pacific Bell Employees or Physical Abilities Test Battery (PATB) for Nevada Bell Employees candidate is to attend pole climbing school.

SOME OF THE TASKS AND DUTIES

1. Reads and interprets schematic diagrams, circuit diagrams, practices, instructions, service orders, trouble tickets, system application diagrams, vendor documentation, circuit designs or flowcharts.
2. Performs installation, acceptance, corrective and preventive maintenance functions on computer equipment, associated hardware/supplies, database configurations, computer interface devices, computer, or complex voice/data equipment.
3. Complies with all safety and housekeeping standards including the use of grounding straps when working with static sensitive equipment.
4. Uses sophisticated test equipment for various maintenance installation activities.
5. Performs routine maintenance such as cleaning, lubricating, and adjusting equipment.
6. May perform many tedious, repetitious tests procedures to locate trouble.
7. Coordinates installation or repair work with other work groups or vendors and provides status as required.
8. May be dispatched to various locations from 1 to 400 miles distance from regularly assigned office, and could include frequent overnight stays. Will be required to drive a Company vehicle between locations.
9. Lifts test equipment and repair kits weighing up to 60 pounds frequently.
10. Clears trouble by cleaning, adjusting, or replacing equipment, or by computer input commands; repairs faulty wiring and cabling.
11. Receives, prioritizes, and sectionalizes trouble reports.
12. Communicates frequently with the user client community and other departments in connection with trouble clearance and maintenance.
13. Keeps accurate records of maintenance/installation activity and may access various computer databases to update Company records.
14. Tracks all orders and maintains all in-house related records, making corrections when necessary.

ENVIRONMENT

1. May work under pressure to meet deadlines or to restore service outages.

ENVIRONMENT (CONTINUED)

2. May work alone for extensive periods of time with minimum supervision.
3. Wears safety glasses.
4. May include extensive driving under all road and weather conditions.
5. May climb ladders and poles. May require use of climbers for non-stepped poles.
6. May work outside in all types of weather conditions.
7. May work entire shift in computer room that is noisy and climate/humidity controlled to comply with equipment coding regulations. May also work in cramped, confined areas crowded with equipment, for entire shift.
8. May spend most of shift standing, climbing ladders, walking; could move from room to room and carry tools and equipment up and down stairs.
9. May use handcart or dolly to move heavy objects.
10. May work in a variety of Customer/Company locations, which require the ability to deal with customers/clients.
11. May be required to work under raised floors or in duct work pulling cable.

EQUIPMENT INSTALLATION TECHNICIAN
CALIFORNIA MARKETS
TIME IN TITLE 24
JOB DESCRIPTION NUMBER 12691

JOB FAMILY	Technical
HOURS	Works Monday through Friday May on occasion be assigned to work evenings, nights, and overtime. Will include extensive travel.
TRAINING	Classroom and/or on-the-job training. Training could include travel to distant locations in or out of state for extended periods of time.
ADDITIONAL BASIC REQUIREMENTS	• Ability to perceive differences in wire and cable colors. • Class II Physical
NUMBER OF INCUMBENTS	
LOCATION	Statewide
DISCIPLINE	Network Operations
REQUIRED SKILLS	This job has Required Skills. See attached Skill Code List.
BASIC TEST	Technical Telephone Ability Battery
ADDITIONAL BASIC TEST	Electronic System Minicourse (ESM)

SOME OF THE TASKS AND DUTIES

1. Lays out equipment area using vendor specifications, drawings, and level determining equipment such as lasers and transits.
2. Erects overhead ironwork including cable racks and earthquake bracing to support cables and equipment.
3. Drills holes and set anchors to secure equipment to the floor, walls and ceiling.
4. Transports equipment from staging area to designated spaces using dollies and other conveyances. Secures equipment to predrilled anchors.
5. Installs A.C. lighting including conduit and other electrical fittings using vendor specifications and drawings.

SOME OF THE TASKS AND DUTIES (CONTINUED)

6. Installs D.C. power equipment using vendor specifications and drawings.
7. Analyzes layout cabling and wiring schematics using vendor specifications and drawings in order to determine work to be done and sequence of tasks.
8. Prepares detailed connecting sheets of cable termination and equipment location to be used to run and connect interbay cabling.
9. Runs and connects interbay cabling using detailed connecting sheets.
10. Performs individual component tests and systems test using required test equipment.
11. Prepares and maintains test records (standard form) by manually entering information related to cases of trouble such as time, date, type of trouble, how cleared and by whom.
12. Distributes copies to Maintenance Engineer for use in performance evaluation and to recommend acceptance or denial of the system.
13. Coordinates activities with equipment maintenance forces and engineering personnel, on installation operations affecting working equipment according to specific guidelines outlined in the Methods of Procedures (MOP).
14. Makes appropriate corrections to office drawings and returns to Engineer for upgrades.

ENVIRONMENT

1. Primary duties will be performed in a central office environment.
2. Involves work operations which create dust and debris.
3. Requires the use of protective devices such as coveralls, hard hat, goggles, knee pads, gloves, etc. The use of these devices will be dictated by the specific work operation and the practices covering the work. Protective clothing and devices described above will be supplied by the Company.
4. Employees may be required to visit customer premises.

HEADEND TECHNICIAN

TIME-IN-TITLE	18
JOB KEY NUMBER	02024003

JOB FAMILY	Technical
HOURS	Day, evening and night shifts. Must be available for overtime, emergency callouts, weekends and holiday work.
TRAINING	On-the-job and formal classroom training. Training may include trainee evaluation.
ADDITIONAL BASIC REQUIREMENTS	• Class II Physical • Maximum Weight Limitation • Ability to perceive differences in wire and cable colors • Ability to hear test set tones for conductor identification and fault location
NUMBER OF INCUMBENTS	
LOCATION	California
DISCIPLINE	• Home Entertainment
REQUIRED SKILLS	This job has required skills. See attached Skill Code List.
BASIC TEST	Technicial Telephone Ability Battery Test (TTAB)

SOME OF THE TASKS AND DUTIES

1. Tests, trouble shoots and corrects the following: Satellite receive equipment, Broadcast television receive equipment, Cable Television Modulators, A.M. / F.M. fiberoptic transmitters and receivers, Specialized control and datapath equipment. This would include (not limited to) Satellite Transfponder Addressable Receivers, Electronic Program Guide Receivers, Commercial Insertion Controllers, Teletext Decoders/Encoders, Digital Satellite Transcoders, and service specific controllers.
2. Installation and maintenance of headend electronics and cabling, and analog and digital fiberoptic equipment. Able to perform to FCC standards.

SOME OF THE TASKS AND DUTIES (CONTINUED)

3. Works with amplitude modulation principles; modulation index; sidebands and the frequency domain; amplitude modulation power distribution; single-sideband communications, frequency conversion.
4. Performs testing and aligns system components to specifications.
5. Uses passive signal combining networks: splitters, directional couplers, taps, and signal combiners; active signal combining: combiner amplifiers, post amplifiers, and headend driver amplifiers; headend signal combining.
6. Must meet specific quality, production, and safety standards.
7. Install, repair and perform preventative maintenance functions on designed circuits, including electronic equipment for video, data and Audio applications.
8. Works with hand tools and a wide variety of electronic test equipment.
9. Works and coordinates with other groups and interfaces with customers, vendor and other communication companies.
10. Maintain accurate records of performance calibrations, authorization and serial numbers.
11. Installs inside wiring and cable runs, and connects color coded wire in the cable to terminals in equipment mounting.
12. Tests to verify the service was installed properly, and makes notations on the service order to indicate changes and/or completion.
13. Drives a company vehicle.
14. Will be required to read and interpret headend system drawings.
15. May be required to handle items weighing up to 60 pounds.

ENVIRONMENT

1. Works outdoors and may be exposed to adverse weather conditions, e.g. cold, rain, snow, heat, etc.
2. May spend long periods of time in cramped equipment areas.
3. Must climb ladders (maximum 28 feet).
4. Must wear safety attire, e.g., safety glasses, hard hat, etc., as required when handling tools or equipment.
5. Commutes daily from job to job (may involve long distances).
6. Crawls, pulls cable and works in confined spaces.
7. Performs all assigned work in an effective and efficient manner to meet service deadlines, frequently under pressure.
8. Works without direct supervision.

OUTSIDE PLANT TECHNICIAN
SERVICE OPERATIONS
TIME IN TITLE 18
JOB DESCRIPTION NUMBER 20241

JOB FAMILY	Technical
HOURS	May work an 8 or 10 hour shift, Monday through Friday. Night shifts may be scheduled as well as weekend and/or holiday work. Must be available for emergency callouts and overtime. Shifts are chosen by seniority. Could be assigned to work out of town for varying lengths of time.
TRAINING	Classroom and on-the-job training. Training may include trainee evaluation.
ADDITIONAL BASIC REQUIREMENTS	• For positions requiring California Class A Driver's License which includes passing a State physical exam, may also be required (see Tasks and Duties #4) to participate in Federally mandated drug and alcohol testing programs which includes a pre-duty and random drug and alcohol testing. • Ability to perceive differences in wire and conductor color. • Ability to hear test set tones for conductor identification and fault location. • Class III Physical
NUMBER OF INCUMBENTS	
LOCATION	Statewide
DISCIPLINES	Loop Technology
REQUIRED SKILLS	This job has Required Skills. See attached Skill Code List.
BASIC TEST	Technical Telephone Ability Battery

OUTSIDE PLANT TECHNICIAN
SERVICE OPERATIONS
JOB DESCRIPTION NUMBER 20241

ADDITIONAL BASIC TEST	Pole Climbing Training Test (PCTT) for Pacific Bell Employees or Physical Abilities Test Battery (PATB) for Nevada Bell Employees, if candidate is to attend pole climbing school.

SOME OF THE TASKS AND DUTIES

1. Works with heavy duty power equipment and hand tools in the construction and repair of outside plant cable facilities, conduit and pole lines.
2. Loads required tools and material into assigned Company vehicle with manual gearshift/transmission and drives or rides to work locations.
3. May drive vehicles with three or more axles or tow other vehicles of 6000 pounds or more. May be required to obtain Class A Driver's License once on the job.
4. All employees who hold a commercial vehicle driver's license and, as part of their job function are required or may be required to operate a motor vehicle whose Gross Combination Weight rating of 26,001 or more pounds inclusive of a towed unit with a gross vehicle weight rating of more than 10,000 lbs. or, is designated to transport 15 or more passengers, including the driver or, is of any size and is used in transporting hazardous materials requiring placarding under federal regulations will be required to participate in federally mandated drug and alcohol testing programs.
5. Receives verbal and/or written work orders and instructions from supervisor.
6. Reviews and analyzes complex schematic drawings to determine work to be done, methods and sequence of tasks.
7. Performs various types of construction operations which all require heavy physical labor and lifting.
8. Required to follow standards and practices while meeting service deadlines.
9. Performs housekeeping duties for assigned Company vehicles and various work locations for the safety of the employee and protection of the facilities under construction.
10. Communicates and coordinates with other work groups to perform test on work-in-progress or completed work and obtains additional information regarding work assignment.
11. Performs preventative maintenance on all assigned Company tools, equipment and motor vehicle.
12. Performs repetitive tasks, e.g., manually digging poles/and or holes.
13. Responds to customer inquiries about products, work operations, etc., during field contacts.
14. Uses hand tools to connect wires to terminals and to attach and detach various kinds of hardware to cables, etc. Works with color-coded wires.
15. Uses testing equipment to check for gas in manholes and cleans water and debris from manholes.

SOME OF THE TASKS AND DUTIES (CONTINUED)

16. Must meet specific quality, production, and safety standards.
17. Works with tools, equipment, and cable that may be heavy which have to be loaded and unloaded from Company vehicle, moved or rearranged.
18. Will be expected to be the Company's and customer's advocate.
19. Performs time reporting tasks on a daily basis.
20. May be required to climb non-stepped poles with the use of climbers.

ENVIRONMENT

1. Exposed to various adverse weather conditions, e.g., cold rain, snow, heat, etc.
2. Works outside aloft on poles and/or aerial cable leads (usually not over 45 feet), on ladders (usually not over 28 feet), on aerial personnel lifts.
3. Works in close proximity to high-voltage transmission lines when working aloft on poles and/or aerial cable leads.
4. Works in below ground structures/openings, i.e., manholes, splice pits, service boxes, etc.
5. Works in confined, well ventilated below ground structures/ openings for long periods of time.
6. Works with hands in tight areas for extended period of time.
7. Works on job assignment that exposes technician to above normal levels of dirt, oil, grease, dust, mud and water.
8. Complies with hazardous waste restrictions.
9. Must wear safety glasses, hard hat, heeled boots and any other necessary protective clothing.

OUTSIDE PLANT TECHNICIAN (BROADBAND)
ENTERPRISE GROUP
TIME-IN-TITLE 24
JOB DESCRIPTION NUMBER 20260

JOB FAMILY	Technical
HOURS	Day, evening and night shifts. Must be available for overtime, emergency callouts, weekends and holiday work.
TRAINING	On-the-job and formal classroom training. Training may include trainee evaluation.
ADDITIONAL BASIC REQUIREMENTS	• For positions requiring Class A or B Driver's license, may also be required (see Tasks and Duties #23) to participate in Federally mandated drug and alcohol testing programs which includes a pre-duty and random drug and alcohol testing. • Class III Physical
NUMBER OF INCUMBENTS	
LOCATION	Statewide
DISCIPLINE	Broadband
REQUIRED SKILLS	This job has required skills. See attached Skill Code List.
SKILLS THAT MAY BE REQUIRED	This job has skills that may be required (will be shown on requisition). See attached Skill Code List.
BASIC TEST	Technical Telephone Ability Battery
ADDITIONAL BASIC TESTS	Pole Climbing Training Test (PCTT) for Pacific Bell Employees or Physical Abilities Test Battery (PATB) for Nevada Bell Employees, if candidate is to attend pole climbing school.

SOME OF THE TASKS AND DUTIES

1. Performs various types of construction operations which all require heavy physical labor and lifting.
2. Places fiber cable and coaxial cable and coaxial service drops and equipment both aerial/underground and buried.

SOME OF THE TASKS AND DUTIES (CONTINUED)

3. Uses hand tools and test equipment to connect coaxial cable and to attach and detach various kinds of hardware to cables, etc.
4. Handles and connectorizes coaxial cable and drops.
5. Places aerial line hardware down guy anchors and strand for coaxial and fiber cable.
6. Performs aerial pole transfers as required.
7. Will be required to climb stepped and non-stepped poles with the use of climbers.
8. Places network interface units and performs cutover of customer telephone.
9. Must meet specific quality production and safety standards.
10. Loads required tools and material into assigned Company vehicle with manual gearshift/transmission and drives or rides to work locations.
11. May drive vehicles with three or more axles or tow other vehicles of 5000 pounds or more.
12. Receives verbal and/or written work orders and instructions from supervisor.
13. Reviews and analyzes complex schematic drawings to determine work to be done, methods and sequence of tasks.
14. Performs housekeeping duties for assigned Company vehicles and various work locations for the safety of the employee and protection of the facilities under construction.
15. Communicates and coordinates with other work groups to perform test on work-in-progress or completed work and obtains additional information regarding work assignment.
16. Performs preventative maintenance on all assigned Company tools, equipment and motor vehicle.
17. Responds to customer inquiries about products, work operations, etc., during field contacts.
18. Works with tools, equipment, and cable that may be heavy which have to be loaded and unloaded from Company vehicle, moved or rearranged.
19. Will be expected to be the Company's and customer's advocate.
20. Performs time reporting tasks on a daily basis.
21. Will be required to read and interpret broadband design and strand maps.
22. Uses assigned Company vehicle and drives or rides to work locations. May be required to obtain Class A or Class B California Driver's license once on the job within a specified period of time (should be on requisition in comments section) - contingent.
23. All employees who hold a commercial vehicle driver's license and, as part of their job function are required or may be required to operate a motor vehicle whose Gross Combination Weight rating of 26,001 or more pounds inclusive of a towed unit with a gross vehicle weight rating of more than 10,000 lbs. or, is designated to transport 15 or more passengers, including the driver or, is of any size and is used in transporting hazardous materials requiring placarding under federal regulations will be required to participate in federally mandated drug and alcohol testing programs.

ENVIRONMENT

1. Exposed to various adverse weather conditions, e.g., cold rain, snow, heat, etc.
2. May work outside aloft on poles, aerial cable leads, ladders, aerial lifts and platforms.
3. May work in close proximity to high-voltage power lines when working aloft on poles and/or aerial cable leads, in manholes and buried plant.
4. May work in confined and cramped below ground structures for long periods of time such as manholes, splice pits, service boxes and environmental vaults.
5. May be exposed to dirt, oil, grease, mud, water and insects.
6. Must wear safety glasses, hard hat, safety footwear and appropriate safety attire as required.
7. Performs all assigned work in an effective and efficient manner to meet service deadlines, frequently under pressure.
8. May perform repetitive tasks throughout the day.
9. May be required to work long hours.

SERVICES TECHNICIAN (I/R)
CALIFORNIA MARKETS
CORPORATE SUPPORT
TIME-IN-TITLE 18
JOB DESCRIPTION NUMBER 46106

JOB FAMILY	Technical
HOURS	May work an 8 or 10 hour day shift between 7 A.M. and 10 P.M. Shifts are chosen by seniority. May be subject to emergency callout and extended periods of mandatory overtime during adverse weather conditions or emergency restorals. May be scheduled for weekends and holiday work.
TRAINING	Classroom and/or on-the-job training. Training may include trainee evaluation.
ADDITIONAL BASIC REQUIREMENTS	• Ability to perceive differences in wire and conductor colors. • Ability to hear test set tones for conductor identification and fault location. • Ability to meet standards of security investigation which, for applicants only, will include fingerprinting. • Class II Physical
NUMBER OF INCUMBENTS	/
LOCATION	Companywide
DISCIPLINE	A/I/M
REQUIRED SKILLS	This job has Required Skills. See attached Skill Code List.
BASIC TEST	Technical Telephone Ability Battery.
ADDITIONAL BASIC TEST	Pole Climbing Training Test (PCTT) for Pacific Bell Employees or Physical Abilities Test Battery (PATB) for Nevada Bell Employees, if candidate is to attend pole climbing school.

SERVICES TECHNICIAN (I/R)
CALIFORNIA MARKETS
CORPORATE SUPPORT
JOB DESCRIPTION NUMBER: 46106

SOME OF THE TASKS AND DUTIES

1. Receives daily work assignments and instructions from supervisor, peers and/or dispatch center, or TAN terminal.
2. Communicates with other work groups, customers and vendors on completed work and requests various information regarding new work assignments.
3. Must accurately perform time reporting tasks, classify work operations to account codes and explain work charges to the customer.
4. Must meet specific quality, production, and safety standards.
5. Installs, rearranges, repairs and removes communication facilities which could include inside wiring.
6. Performs some repetitive routine work tasks.
7. Performs either installation or repair work; sometimes required to do both.
8. Works with small hand tools, mechanical equipment in the installation testing identification, repair and connection of cable facilities.
9. Extensive customer contact required, ranging from pleasant to very challenging.
10. Will be expected to be the Company's representative and customer's advocate.
11. May climb ladders (maximum 32 feet), poles and aerial platforms. Lifting, carrying, and extending ladders may be required. (Assistance may be required to lift or carry.) May also be required to climb non-stepped poles with the use of climbers.
12. Loads required tools and materials into Company vehicle and travels to work location. Performs routine maintenance and safety checks on Company-provided tools, equipment and motor vehicles.
13. Works with TAN mechanized systems requiring minimal computer literacy.

ENVIRONMENT

1. Most assignments completed alone.
2. Works in customer residence and businesses: high rise buildings, under houses, in basements, attics, manholes, and other sometimes wet and/or dirty places.
3. Exposed to various adverse weather conditions, e.g., cold, rain, snow, heat, etc.
4. May work in cramped areas for extended periods of time.
5. Wears safety glasses when handling tools and equipment.
6. Wears safety helmet under certain conditions.
7. Proper clothing and shoeware are required for climbing poles.
8. May work in close proximity to high voltage transmission lines when working aloft on poles, and/or aerial cable leads and buried plant and may work in close proximity to various chemicals, i.e., radiation, lead, PCB, ETC.
9. May be exposed to dirt, oil, grease, mud, water, and insects.
10. Performs all assigned work in an effective and efficient manner to meet service deadlines.

SERVICES TECHNICIAN (COIN)
CALIFORNIA MARKETS
ENTERPRISE GROUP
TIME-IN-TITLE 18
JOB DESCRIPTION NUMBER 46105

JOB FAMILY	Technical
HOURS	Usually works an 8 day shift. Available for overtime and emergency callouts. Scheduled for weekends and holiday work. Shifts are chosen by seniority.
TRAINING	Classroom and/or on-the-job training.
ADDITIONAL BASIC REQUIREMENTS	• Ability to perceive differences in wire and cable color. • Class III Physical
NUMBER OF INCUMBENTS	
LOCATION	Companywide
REQUIRED SKILLS	This job has Required Skills. See attached Skill Code List.
BASIC TEST	Technical Telephone Ability Battery.
ADDITIONAL BASIC TEST	Pole Climbing Training Test (PCTT) for Pacific Bell Employees or Physical Abilities Test Battery (PATB) for Nevada Bell Employees, if candidate is to attend pole climbing school.

SOME OF THE TASKS AND DUTIES

1. Installs, rearranges, and removes coin telephone equipment weighing up to 71 lbs.
2. Repairs, adjusts, cleans, or replaces faulty telephone equipment.
3. Receives work assignments in the form of service orders from supervisor.
4. Receives facility assignments for cases of cable trouble from MLAC personnel.
5. Performs routines on dial-tone-first single slot coin stations.
6. Drives company vehicle.
7. Inspects and performs tests on coin telephone equipment and wiring to locate trouble.
8. Checks with Maintenance Administrator or Testing Technician if trouble appears to be in main cable or central office equipment.
9. Repairs or replaces faulty parts of set or wiring.

SOME OF THE TASKS AND DUTIES (CONTINUED)

10. Inspects and performs some electrical and mechanical repairs on coin telephone enclosures, signs and electrical conduit associated with this equipment.
11. Typical installation may include some or all of the following steps:
    A. Verifies order with customer and consults with customer on location of equipment.
    B. Makes plans on how to run wire inside of building and may determine how to bring wire from pole to building.
    C. Installs inside wiring which may include stapling wire along wall and drilling holes.
    D. Connects equipment to wiring using color coded wires.
    E. May climb pole, connect drop wire to building.
    F. May rearrange and reconnect pairs of wires at pole, underground, or at building terminals.
    G. Makes notations on service order to indicate completion of the work and any changes from the original order.
12. Performs coin collection functions.
13. Handles loose coins in and around coin telephones according to strict Company practices.
14. Lifts, carries, extends, and climbs ladders (maximum 28 feet). Climbs non-stepped poles with the use of climbers.

ENVIRONMENT

1. Most assignments completed alone.
2. Works in subscribers' businesses, under buildings, in basements, and other sometimes wet and/or dirty places.
3. Works outside in all kinds of weather.
4. Wears safety glasses when handling tools and equipment.
5. Wears safety helmet under certain conditions. Proper clothing is required for climbing.
6. Works without close supervision.
7. May be loaned out of permanent headquarters location on temporary assignments up to 50% of work time.
8. Will be under surveillance from time-to-time and can be dismissed for mishandling coins regardless of amount.

SPLICING TECHNICIAN
CALIFORNIA MARKETS
TIME-IN-TITLE 24
JOB DESCRIPTION NUMBER 34031

JOB FAMILY	Technical
HOURS	Usually works an 8 or 10 hour shift. May be scheduled for weekends and holiday work. Shifts are chosen by seniority. Subject to emergency callout and extended periods of mandatory overtime during adverse weather conditions or emergency restorals.
TRAINING	Classroom and/or on-the-job training. Training may include trainee evaluation.
ADDITIONAL BASIC REQUIREMENTS	• Ability to perceive differences in wire and conductor colors. • Ability to hear test set tones for wire and conductor identification. • Class III Physical
NUMBER OF INCUMBENTS	
LOCATION	Companywide
DISCIPLINES	• Construction • Loop Technology • Maintenance • Network Operations
REQUIRED SKILLS	This job has Required Skills. See attached Skill Code List.
BASIC TEST	Technical Telephone Ability Battery

ADDITIONAL BASIC TESTS

- Pole Climbing Training Test (PCTT) for Pacific Bell Employees or Physical Abilities Test Battery (PATB) for Nevada Bell Employees, if candidate is to attend pole climbing school.
- Digital Cable Technologies Minicourse (DTC-MC) is required based on specific functions of the job, and attendance of Fiber Optics and/or Loop Pair Gain Training Course is required.

SOME OF THE TASKS AND DUTIES

1. Receives verbal or written daily work assignments and instructions from supervisor/peers and/or dispatch center.
2. Loads required tools and material into Company vehicle and travels to work location. Performs routine maintenance and safety checks on Company-provided tools, equipment and motor vehicles.
3. Reviews and analyzes complex schematic drawings to determine work to be done, methods and sequence of tasks, communicates discrepancies to associated work groups and recommends job design changes.
4. Works with small hand tools, mechanical equipment, color-coded and test signal identified wires for the connection and repair of wires and cables to related telecommunications equipment.
5. Splices pairs of color-coded or tone identified conductors together by hand, splicing tool or machine, rearranging and reconnecting cable facilities. May also work on digital data circuits or fiber conductors using sensitive equipment.
6. Identifies, isolates and repairs various types of cable faults.
7. Works with outside contractors during excavation of cable facilities to accomplish service restoration and/or installation of new facilities locating and/or marking buried and underground cable facilities.
8. Isolates and locates air pressure leaks in underground cable facilities.
9. Uses various electronic test equipment.
10. May be required to develop a working knowledge of binary numbering system, digital concepts and fiber optics (light guide).
11. May be required to dig with shovel, jackhammer, etc., to find buried trouble.
12. May be required to climb non-stepped poles with the use of climbers.
13. Uses mechanized system requiring basic computer literacy.
14. Communicates with other work groups, customers and vendors on completed work and requests various information regarding new work assignments.
15. Must accurately perform time reporting tasks, classify work operations to account codes and explain work changes to the customer.
16. Must meet specific quality, production, and safety standards.

SOME OF THE TASKS AND DUTIES (CONTINUED)

17. Installs, rearranges, repairs and removes communication facilities which could include inside wiring.
18. Customer contact required.
19. Will be expected to be the Company's representative and customer's advocate.
20. Works with TAN mechanized systems requiring minimal computer literacy.
21. May be required to work as both a construction and maintenance splicer.

ENVIRONMENT

1. Exposed to various adverse weather conditions, i.e., cold, rain, snow, heat.
2. May work outside aloft on poles, aerial cable leads, ladders, aerial lifts and platforms.
3. May work in close proximity to high-voltage transmission lines when working aloft on poles and/or aerial cable leads, in manholes and buried plant and may work in close proximity to various chemicals, i.e., radiation, lead, PCB, etc.
4. May work in confined/cramped well-ventilated below ground structures for long periods of time such as manholes, splice pits, service boxes and environmental vaults.
5. May be exposed to dirt, oil, grease, mud, water and insects.
6. Wears safety glasses, hard hat, heeled boots and appropriate safety attire as necessary.
7. Performs all assigned work in an effective and efficient manner to meet service deadlines, frequently under pressure.
8. May perform repetitive tasks throughout the day.
9. Complies with hazardous waste restrictions.
10. May be required to work long hours.

SYSTEMS TECHNICIAN (BROADBAND)
ADVANCED COMMUNICATIONS NETWORK (ACN)
TIME-IN-TITLE 30
JOB DESCRIPTION NUMBER 46130

JOB FAMILY	Technical
HOURS	Day, evening and night shifts. Must be available for overtime, emergency callouts, weekends and Holiday work.
TRAINING	On-the-job and formal classroom training. Training may include trainee evaluation.
ADDITIONAL BASIC REQUIREMENTS	• Ability to perceive differences in wire and cable colors • Class III Physical
NUMBER OF INCUMBENTS	
LOCATION	Statewide
DISCIPLINE	Broadband
REQUIRED SKILLS	This job has required skills. See attached Skill Code List.
SKILLS THAT MAY BE REQUIRED	**This job has skills that may be required (will be shown on requisition). See attached skill code list.**
BASIC TEST	Digital Technology Skill Assessment Test (DTSAT)
ADDITIONAL BASIC TEST	Pole Climbing Training Test (PCTT) for Pacific Bell Employees or Physical Abilities Test Battery (PATB) for Nevada Bell Employees, if candidate is to attend pole climbing school.

SOME OF THE TASKS AND DUTIES

1. Installs, tests and turns up, repairs and performs preventative maintenance on consumer Broadband network facilities including fiber and coaxial cables, lasers, receivers, RF amplifiers and taps and network interface units and associated line powering devices.

SOME OF THE TASKS AND DUTIES (CONTINUED)

1. Makes use of various items of test equipment such as transmission test sets, various oscilloscopes, volt-ohm meters, field strength meters.
2. Uses hand tools to connect coaxial cable and to attach and detach various kinds of hardware to cables, etc.
3. Will be required to read and interpret broadband design and strand maps.
4. Must meet specific quality, production, and safety standards.
5. Works and coordinates with other groups (e.g., Outside Plant Technicians-Broadband, Communications Technicians-Broadband) also, interfaces with customers, vendors and other communication companies.
6. Receives and interprets cases of trouble from repair dispatcher.
7. Drives a company vehicle.
8. May climb stepped and / or unstepped poles.
9. Performs Broadband test per standard practices. Records data and trouble forms and forwards to designated groups.
10. Locates trouble by inspecting , testing equipment and analyzing test data and trouble reports.
11. Works with available technical references such as standard practice schematic drawing and circuit descriptions.
12. Performs routine equipment maintenance on a scheduled basis.
13. Keeps detailed records on work activities such as nature of work and type of equipment.
14. Observes housekeeping and safety standards and procedures.
15. Frequently required to handle heavy items weighing 100 pounds. (Such test equipment, and manhole covers, etc.)
16. Performs preventative maintenance on all assigned Company tools, equipment and motor vehicle.
17. Monitors for RF leakage in network.

ENVIRONMENT

1. May work entire shifts in equipment room which is crowded with equipment and has narrow aisles.
2. Spends most of shift walking, standing and/or climbing ladders.
3. Will be required to enter manholes or climb poles.
4. May be assigned to a field dispatch unit requiring travel from central office to central office to perform work activities.
5. Performs all assigned work in an effective and efficient manner to meet service deadlines, frequently under pressure.
6. May be dispatched to work alone in remote or populated areas during day or night hours.

7. May be required to travel during inclement weather conditions, on hazardous terrain, by modes of transportation other than motor vehicles, e.g., snow vehicles, trains, boats, etc.
8. Will be required to work outside at customer premise.
9. Usually works alone, seeing supervisor approximately once a day or at a location of difficulty or complex jobs.
10. May climb ladders (maximum 28 feet) and poles (stepped and unstepped, maximum 45 feet).
11. May be required to climb 90 foot poles or antenna towers.

ENVIRONMENT (CONTINUED)

12. Must wear safety glasses, safety helmet, heeled boots and appropriate safety attire as necessary.
13. Crawls, pulls cable and works in confined spaces.
14. Exposed to various adverse weather conditions, i.e., cold, rain, snow, heat.
15. May work outside aloft on poles, aerial cable leads, ladders, aerial lifts and platforms.
16. May work in close proximity to high-voltage power lines when working aloft on poles and /or aerial cable leads, in manholes and buried plant.
17. May work in confined/cramped below ground structures for long periods of time such as manholes, splice pits, service boxes and environmental vaults.
18. May be exposed to dirt, oil, grease, mud, water and insects.
19. May perform repetitive tasks throughout the day.
20. Complies with hazardous waste restrictions.
21. May be required to work long hours.

SYSTEMS TECHNICIAN (I/R)
CALIFORNIA MARKETS
TIME-IN-TITLE 24
JOB DESCRIPTION NUMBER 46113

JOB FAMILY	Technical
HOURS	Mostly day shifts. Some evening shifts. Available for overtime, emergency callouts, weekends, nights, and holiday work. Shifts chosen by seniority.
TRAINING	Classroom and on-the-job training. Training may include trainee evaluation. May include tower truck and manhole truck familiarization.
ADDITIONAL BASIC REQUIREMENTS	• Ability to perceive differences in wire and cable colors. • Class II Physical
NUMBER OF INCUMBENTS	
LOCATION	Companywide
DISCIPLINES	• Mobile Radio • Broadcast Services • Microwave Radio • Special Services
REQUIRED SKILLS	This job has Required Skills. See attached Skill Code List.
SKILLS THAT MAY BE REQUIRED	This job has skills that may be required (will be shown on requisition). See attached Skill Code List.
ADDITIONAL BASIC TEST	• **Digital Technology Skill Assessment Test (DTSAT)** ***Note: Effective May 1, 1996, this will become a BASIC TEST.*** • Pole Climbing Training Test (PCTT) for Pacific Bell Employees or Physical Abilities Test Battery (PATB) for Nevada Bell Employees, if candidate is to attend pole climbing school.

SYSTEMS TECHNICIAN (I/R)
CALIFORNIA MARKETS
JOB DESCRIPTION NUMBER: 46113

SOME OF THE TASKS AND DUTIES

1. Install, repair and perform preventive maintenance functions on designed circuits, including electronic station packages for data and voice applications.
2. Works with hand tools and a wide variety of electronic station packages and electronic test equipment.
3. Works and coordinates with other groups (e.g., Line Assigners, Testers, Central Office Technicians, Hi-Cap Analyzers, C.O. Engineers, and technical support groups), and interfaces with customers, vendors and other communication companies.
4. Keeps accurate records (e.g., time reporting, repair tickets and installation logs).
5. Receives and interprets WORD/CLR's, cases of trouble from repair dispatcher, complex Special Service orders, circuit diagrams and Bell Services Practices 9BSp's).
6. Plans and installs inside wiring and cable runs, and connects color coded wire in the cable to terminals in an equipment mounting.
7. Tests to verify the service was installed properly, and makes notations on the service order to indicate changes and/or completion.
8. Prepares forms as needed such as trouble tickets, maintenance of service charges, labor charges and completion of order notices.
9. Presurvey jobs and inspect and test wiring and other equipment to locate source of trouble, repair or replace faulty equipment.
10. Drives a company vehicle or walks to customers location.
11. Work as required with E911, telephones, data sets, consoles, cable, inside wire and channel terminating equipment (NCTE).
12. May climb stepped and/or unstepped poles.
13. May work with 911 (Position/Comtrex), Centrex, and TAN mechanized system.
14. Responsible for T-Carrier system turn-up and span/line repeater installation and maintenance.
15. Performs cable pair loss tests and records results.
16. Performs vendor observing and standard practice acceptance of newly installed T-carrier terminals, Mux bays, fiber terminals, and other associated equipment.
17. Coordinates plug-ins, including unpacking, ordering, tracking, shipping and storage.

MOBILE RADIO:

1. Installs and maintains VHF, UHF mobile radio systems, transmitters, receivers, portable and vehicle mounted equipment.

ENVIRONMENT

1. Works most of the time at customer business locations or Company locations, which requires the ability to interface with business people. Required to go through security clearances when assigned to perform work on Federal Government properties.
2. May spend long periods of time in cramped equipment areas.
3. Usually works alone, seeing supervisor approximately once a day or at a location of difficult or complex jobs.
4. May climb ladders (maximum 28 feet) and poles (stepped and unstepped, maximum 45 feet).
5. May be required to climb 90 foot mobile poles or 250 foot antenna towers.
6. Must wear safety glasses, safety helmet, heeled boots and appropriate safety attire as necessary.
7. Commutes daily from job to job (may involve long distances).
8. Crawls, pulls cable and works in confined spaces.
9. May be required to enter CEV Huts and manholes and work in repeater apparatus cases.
10. May work at customer locations testing and installing Hi-Cap services in small rooms (i.e., closets).
11. May be required to handle items weighing 26-60 pounds (test equipment, manhole covers, etc.).

SYSTEMS TECHNICIAN (DATA COMMUNICATIONS)
ADVANCED SOLUTIONS, INC (ASI)
TIME-IN-TITLE 24
ELINK JOB KEY NUMBER 50169440

JOB FAMILY	Technical
HOURS	Day, evening, and night shifts. Must be available for overtime, emergency callouts, weekends and holiday work. Shifts chosen by seniority.
TRAINING	On-the-job and formal classroom training. Training could include travel to distant location in or out of state for extended periods of time. Training may include trainee evaluation.
ADDITIONAL BASIC REQUIREMENTS	• Ability to perceive differences in wire and cable colors. • Ability to hear set tones for conductor identification and fault location • Class II Physical • Maximum Weight Limitation
NUMBER OF INCUMBENTS	
LOCATION	Advanced Solutions, Inc.
REQUIRED SKILLS	This job has Required Skills. See attached Skill Code List.
BASIC TEST	Technical Telephone Ability Battery (TTAB)

SYSTEMS TECHNICIAN (DATA COMMUNICATIONS)
ADVANCED SOLUTIONS, INC (ASI)
TIME-IN-TITLE 24
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SOME OF THE TASKS AND DUTIES

1. Install CPE components to diverse computer system arrangements. CPE units may include modems, cords, splitter, splitter housing, and cords, Ethernet NIC card, routers, and jacks.
2. Perform appropriate software tests for incompatibilities and re-configure client/customer software.
3. Configure computer network settings on computer.
4. Tests to verify the service was installed properly, and makes notations on the service order to indicate changes and/or completion.
5. May demonstrate service to customer and explain functionality.
6. May discuss intentions and requirements with customer and make recommendations that may include additional services.
7. Extensive customer contact required, ranging from pleasant to very challenging.
8. Must be able to converse with customers, who have limited to extensive computer knowledge and answer questions according to level of customer expertise.
9. Configure network addresses per client requirements.
10. Respond to trouble calls at customer premises.
11. Works with hand tools and a wide variety of electronic station packages and electronic test equipment.
12. Works and coordinates with other groups (e.g., Line Assigners, Testers, Central Office Technicians, Hi-Cap Analyzers, C.O. Engineers, and Technical support groups), and interfaces with customers, vendors, and other communication companies.
13. Keep accurate records (e.g., time reporting, repair tickets and installation logs).
14. Receives and interprets WORD, cases of trouble from repair dispatcher, complex Special Service orders, circuit diagram, and SBC operating practices.
15. Plans and installs inside wiring and cable runs, and connects color-coded wire in the cable to terminals in an equipment mounting.
16. Prepares forms, as needed such as trouble tickets, maintenance of service charges, labor charges, and completion of order notices.
17. Inspect and test wiring and other equipment to locate source of trouble, and may repair or replace faulty components.
18. Pre-survey jobs and inspects and tests wiring and other equipment to locate source of trouble, repair or replace faulty equipment.
19. Drives a company vehicle or walks to customers location.

SOME OF THE TASKS AND DUTIES (continued)

20. May perform cable pair loss tests and records results.
21. May perform vendor observing and standard practice acceptance of newly installed Network elements, terminals, Mux bays, fiber terminals, and other associated equipment.
22. Coordinates plug-ins, including unpacking, ordering, tracking, shipping, and storage.
23. Install and/or locate color-coded wiring from MPOE to customer computer location.
24. May climb ladders (max 32 feet).
25. Receives daily work assignments and instructions from supervisor and/or dispatch center.
26. Loads required tools and materials into Company vehicle and travels to work location.
27. Performs routine maintenance and safety checks on Company-provided tools and equipment and motor vehicles.

ENVIRONMENT

1. May work alone or with others.
2. May include extensive driving under all road and weather conditions.
3. May be loaned to work in various locations, state or company-wide.
4. May include repetitive bending and lifting of equipment.
5. May require climbing stairs to get to work location.
6. May require work in customer residence and business: under houses, in basements, attics, and sometimes wet and/or dirty places.
7. Will require stooping, bending, crawling, lifting, pulling and reaching while working on equipment.
8. May work in a self-directed work team environment.
9. Will be dispatched to work alone in remote or populated areas during day or night hours.
10. May spend most of shift moving about, standing and/or climbing ladders.
11. Must wear safety attire, e.g., safety glasses, hard hat, etc., as required.
12. May work under time constraints to meet deadlines.
13. May work with live voltages, AC and DC.
14. May be required to sit at VDT for long periods of time.

ENVIRONMENT (continued)

15. May work under time constraints (i.e., to prevent or restore service during a power interruption or commercial power failure).
16. May spend long periods of time in cramped equipment areas.
17. May work at customer locations testing and installing Hi-Cap services in small rooms (i.e., closets).
18. May be exposed to dirt, oil, grease, mud, water, and indigenous animal life (i.e., insects).

TESTING TECHNICIAN
CALIFORNIA MARKETS
MARKETING GROUP
TIME IN TITLE 24
JOB DESCRIPTION NUMBER 09111

JOB FAMILY	Technical
HOURS	Day, evening or night shifts. Available for overtime, emergency callouts, weekends and holiday work. Shifts chosen by seniority.
TRAINING	Classroom and on-the-job training. Training may include Trainee Evaluation.
NUMBER OF INCUMBENTS	
LOCATION	Companywide
DISCIPLINES	• National Accounts Center (NAC) • Network Operations • Public Sector Accounts Center (PSAC) • Special Services Center
REQUIRED SKILLS	This job has required skills. See attached Skill Code List.
ADDITIONAL BASIC TEST	**Digital Technology Skill Assessment Test (DTSAT)** ***Note: Effective May 1, 1996, this will become a BASIC TEST.***

SOME OF THE TASKS AND DUTIES

1. May receive trouble reports from customers and other work groups in connection with maintenance of complex special services (e.g., data circuits, teletype circuits, mobile radio circuits, multiwire telephone circuits, fiber system, Hi-Cap Systems, ADN). Refers the trouble to the appropriate maintenance group for correction.

TESTING TECHNICIAN
CALIFORNIA MARKETS
MARKETING GROUP
JOB DESCRIPTION NUMBER: 09111

SOME OF THE TASKS AND DUTIES (CONTINUED)

2. Reviews and interprets complex special service orders, circuit diagrams, Bellcore Practices and methods and procedures.
3. Documents detailed trouble and referral information on trouble tickets.
4. Makes decision on trouble level and interfaces directly with computer terminals to set parameters and pull reports.
5. Coordinates requests for call traces through the network when analysis fails to identify exact location or cause of trouble.
6. Uses measuring devices and meters to test newly installed complex special services to assure proper functioning.
7. Uses various equipment to isolate trouble and coordinates trouble clearing with other, often distant, offices and outside repair forces.
8. Communicates frequently with other work groups and customers to coordinate provisioning and maintenance of various communication systems.
9. May be assigned to any one of three functions - testing data telephone and/or teletype special service circuits, Digital/Fiber Systems/Hi-Cap System.
10. Makes step-by-step notations of all work done and individuals communicated with in connection with work. Details are required to be complete and accurate, using proper format, to assure easy reference when required.
11. Performs repetitive tasks in performance of routine maintenance and clearing of trouble.
12. Uses knowledge of transmission and signaling to provide service to the customers.
13. Required to access a variety of computer systems and data bases to perform tests and other functions related to maintaining and provisioning of Special Service circuits via Video Display Terminals (VDT).
14. Complies with safety and housekeeping standards and office procedures.
15. Reads service orders or trouble tickets and other work documents to determine work to be done.
16. Works with the tariff requirements applicable to the services provided (IEC environment).
17. Could work in an RDAC environment which includes the assurance of digital cross-connects in DACS & DEXS systems in support of both provisioning and maintenance of associated services. Also, includes the monitoring of existing services following threshold parameters in support of performance monitoring.
18. Surveil, analyze and react to computer outputs and various other network trouble data in order to identify existing trouble patterns and the facilities location involved. Refers the trouble to the appropriate maintenance group for correction.
19. Documents detailed trouble and referral information on trouble tickets.

SOME OF THE TASKS AND DUTIES (CONTINUED)

20. Uses routing guides and utilizes knowledge of message trunking hierarchy and switching systems to diagnose trouble location and to determine most probable routing used by the calls being analyzed. Directs maintenance activity on identified patterns.
21. Coordinates requests for call traces through the network when analysis fails to identify exact location or cause of trouble.
22. Makes sample test calls to locate and hold troubles.

ENVIRONMENT

1. Spends most of shift at a computer/VDT terminal in an office with other employees doing similar work.
2. Communicates by telephone with other work groups for extended periods of time.
3. Some assignments completed alone while others require assistance.
4. Performs work to meet deadlines.