



Central Office Technician

We are Pioneer Connect, a local broadband provider committed to providing internet, phone, and video services that keep our customers connected from the central Oregon Coast to the Willamette Valley. If you are looking to jumpstart your career, we are looking for you! We have an immediate opportunity for a **Central Office Technician** to join our team.

The Central Office (CO) Technician performs installation, repair, and testing of all types of Central Office facilities. Under direction, this position coordinates day-to-day activities including, but not limited to, equipment installations, equipment removals, completing service orders and maintaining necessary records.

Other responsibilities:

- Maintain all types of CO equipment including, but not limited to, carrier system equipment, voice mail and associated equipment and assist in the installation, servicing and removal of Central Office facilities.
- Repair and perform preventative maintenance on CO power supply equipment including but not limited to rectifiers, stand-by generators, generator fuel tanks, batteries, and distribution panels and fuses.
- Test, evaluate and maintain performance of all other CO equipment, including customer line equipment, switching and common equipment and trunks.
- Tie cross-connections needed to establish, modify, or terminate telephone service.
- Coordinate with connecting companies when necessary in establishing, maintaining, and removing special circuits.
- Install and maintain two-way radio and related equipment.
- Receive and analyze trouble reports and corrects troubles when necessary.
- Install and maintain broadband data equipment.
- Perform acceptance testing of manufacturer-installed equipment. Perform related duties such as building and installing support structures for power and cable supplies.
- Complete and submit all required records for CO and plant equipment.
- Support facilities and customer service in answering customer inquiries.
- Install and maintain span lines used for subscriber carrier and special access.

We are looking for a person who:

- **Loves a challenge.** You welcome the challenge of solving problems and are resourceful in finding solutions. Your “can-do” approach is what sets you apart from your peers.
- **Enjoys being on a team.** You are results-oriented with strong initiative and self-direction, but you also understand results are best achieved when working as a team.
- **Careful with details.** You recognize that consistent, error-free work based on defined regulations and standards, are key measures of job performance success. You take pride in the quality of your work and it shows.

This position requires:

- Typically requires related experience and/or training, or equivalent combination of education and experience.
- A current First Aid and CPR certification or be able to obtain certification within six months in the position.
- Requires computer skills using email and spreadsheets.
- Requires the ability to maintain good working relations with other departments and outside agencies.
- Must have time management and organizational skills and the ability to multi-task.
- Possess strong communication, teamwork, problem-solving, and interpersonal skills. Excellent customer service skills are essential.
- Requires a valid Oregon driver's license and the ability to maintain a valid license.
- Must be able to work hours scheduled, including extended hours when the need. Must be able to support on-call rotation and respond quickly to tight deadlines during emergencies.

Preferred Qualifications:

- Telecommunications experience working with Central Office switching and transmission equipment and Central Office test equipment.
- Specialized training in electronics that includes extensive knowledge of principles of electronics, electronics maintenance and telephony.
- Knowledge of basic AC-DC theory.
- Knowledge of and the ability to work with cable color codes.
- Familiarity with the National Electric Safety Code as related to telephony.
- Familiarity with IP and data networking.

What you can expect from Pioneer:

- **Community.** Individually and as a company, our employees take pride in working hard for the people whom we have the honor and privilege to serve. We are proud to play a role in helping make each of our communities a better place to live and work.
- **Support.** We love what we do and will provide you with support, every step of your career. Pioneer offers an insurance package which provides employer-paid health coverage for the family and a generous retirement program. Taking care of you is important to us!

Since our founding over 70 years ago, **Pioneer Connect** has been overcoming barriers and thinking creatively to bring our customers the best possible services at an affordable price. If you are ready to be considered for our team, please send your resume to hr@pioneerconnect.net

For more information, visit us on our website at www.pioneer.net.

Cascade Employers Association is assisting with this recruitment.