

Special Published Vacancy

POSTING START DATE: Aug 28, 2024

RESPOND BY DATE: Sep 10, 2024

COMPANY: 9012 Verizon Services Corp. BC

TITLE: Fiber Network Technician

JOB OPENING NUMBER: R-1043977 (1 Opening(s))

UNION: 164 - CWA District 1 NY Plant (Collective Bargaining Agreement)
Local 1123

DEPARTMENT: AXM5 Tech Support HSI Consumer (AXM)

LOCATION: 6360 Thompson Rd
Syracuse, NY 13206

DESCRIPTION: 40 Hours Per Week

SHIFT: Regular Full time

TOP PAY: \$2052.50

MANAGER: Eric Glover
Manager's Phone#: +1 (315) 9372706

Test Requirements: SACS HTML Results
Network, Internet & Data Knowledge Test
Verizon Job Fit Test A

ADDITIONAL INFORMATION:

This position will come down on 9/11/24 at 12:01am.

Reporting location: 6360 Thompson Rd, Syracuse, NY (NY0719)

This position is eligible for work-at-home. Associates' work-at-home location must be located within 75 miles of their new normal reporting location within 6 months of the change.

We'll provide:

- A \$50 stipend per month for costs related to working from home
- A one-time reimbursement of up to \$300 toward the purchase of an office desk and/or chair
- Computer equipment

You'll need to provide

- An adequate broadband connection
- A quiet and safe work environment
- Utilities

Summary

The Fiber Network Technician will be responsible for Tier 2 triage trouble reports, fault isolation, dispatching technicians when required and interacting with internal and external customers to resolve and close trouble reports for fiber based voice, data and video services. The Fiber Network Technician will also be responsible for evaluation & resolution of provisioning fallout for fiber based voice, data and video services.

General Duties

Duties include, but are not limited to, the following:

A. Maintenance Control.

- Perform overall maintenance control functions for all fiber network related & undetermined troubles.

Notes:

You may submit one bid for each vacancy.

To apply, access V Team Central, Powered by Workday:

- From a computer with intranet access (VZ work computer): Log into the VZWeb, then select: About You -> Your Info and select Job Search.

- From a non-Verizon computer: Log into www.verizon.com/aboutyou -> Hover over About

For more information, see 24/7 Access to About You: https://aboutyou.verizon.com/apps/documentlibrary/files/061094a5-cc5a-407d-b076-da733dab2756/intranet_053497.pdf

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- Perform trouble correlation for data & voice fiber network troubles and provide resolution.
- Perform trouble isolation for all network & undetermined troubles and provide resolution.
- Provide direction and support for service assurance functions.

B. Provisioning Control.

- Analyze & resolve network provisioning fallout (ONT, OLT, ATM Switch, gateway Router & Class 5 Voice Switch).
- Perform end to end acceptance testing for network component additions and connectivity.
- Analyze & resolve order flow fallout between network provisioning & multiple order control systems for all voice and data services.
- Provide guidance to the service fulfillment functions.
- Provide guidance to Installation & Maintenance Technicians during service installation and maintenance activities.

C. Order Control.

- Overall service order control point.
- Track, analyze and resolve provisioning fallout orders to completion.
- Partner with Fiber Network Management Center (FNMC) to resolve complex order fallout and/or troubles.
- Perform order fallout analysis and correlation to identify problems within the fiber network design components.

D. Dispatching trouble reports and service orders to appropriate outside installation and repair forces and receiving close out information from those groups.

E. Operate a PC/data terminal to maintain status of service orders and trouble reports in various FTTP operations databases.

F. Negotiating dates, times and access arrangements associated with resolving customer service order fallout and trouble report. Customers may be irate.

G. May be required to perform additional duties and tasks as required by the Company.

Basic Qualifications

A. Tests – Results obtained in standard tests for this position must meet minimum requirements established by the Company, in accordance with Company policy.

B. Must have an expert level understanding of PC components and functionality, and ability to work on the equipment while sending/receiving data.

C. Must have an expert level knowledge of communication LAN/WAN networking components (i.e., PCs, Routers, Multiplexers, Bridges, Switches, etc.)

D. Must have an expert level understanding of the LAN/WAN network components and have the ability to work with customers, on the telephone, to isolate/resolve problems with that equipment at a customer location or in the fiber network.

E. Must be able to communicate effectively with customers. Responsible for talking and negotiating with customers as well as interacting with other work groups.

F. Ability to perform more than one function at a time while communicating with internal and/or external customer.

G. Satisfactory performance rating and attendance in present job.

H. Required to utilize a headset and sit at a workstation for extended periods, while working at a computer terminal assisting internal and external customers.

I. Must be available to work scheduled tours designated by the Collective Bargaining Agreement and/or the needs of the business. Associates may be required to work evenings, weekends, holidays, and overtime as the needs of the business necessitate.

J. Two (2) years of central office switching experience is desirable.

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