

CITY OF LOMPOC

WIRELESS SERVICES TECHNICIAN

DEFINITION:

Under general supervision, to perform a variety of complex, administrative duties providing and monitoring the customer services operations of the City's broadband wireless network; to assist staff and contractors involved in the provision of wireless Internet access services; and to perform specifically related work as required.

CLASS CHARACTERISTICS:

The one position class performs a broad range of complex para-professional and semi-skilled duties requiring training and experience, which relieves the Wireless Services Administrator of basic administrative and technical details. The incumbent uses initiative, judgment and experience in independently determining and implementing procedures and in applying and interpreting City and departmental policies. The incumbent oversees office functions and must have excellent customer service skills. The class also includes technical tasks such as Customer Premise Equipment (CPE) troubleshooting. Incumbents of this class may direct the work of an assigned helper, however, supervisory functions are not required.

LICENSE REQUIRED:

Possession of a valid and appropriate California Driver's License is required.

ESSENTIAL FUNCTIONS:

The following duties are typical of this classification. Incumbents may not perform all of the duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Performs customer services such as billing, sales and marketing, customer relations management, information technology, reporting, and contracted services, and assures its reliable operation; interacts and reviews contract adherence and processes with vendors of the Customer Service Center; integrates the wireless Internet access service with its outside plant, customer premise equipment, central office, other necessary outside providers and facilities (such as telephone, data, and Internet); addresses customer concerns, complaints, escalations and reports resolutions; assists with the process and procedures development for customer service operations and makes recommendations for process improvements; maintains customer equipment inventory, inventory control, and tracking; assists with Customer Premise Equipment (CPE) troubleshooting; prepares reports and documents required for the wireless Internet access service operation and other reporting requirements; may assist in the preparation of the City budget by obtaining and compiling data; resolves conflicts involving the wireless Internet access service operation; may meet with and speak to community organizations and groups; may direct the work of assigned helpers; and performs other specifically related work as required.

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PERIPHERAL FUNCTIONS:

Performs specifically related work as required.

PHYSICAL AND MENTAL/PSYCHOLOGICAL DEMANDS:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical:

Strength category: Light-exert force to 20 pounds occasionally, or 10 pounds frequently, or negligible force constantly to lift, carry, push pull or move objects. May involve significant standing, walking, pushing and/or pulling. Frequently stand or sit, fingering, typing and frequent extension of the neck upward, downward and side-to-side. Occasional walking, bending, stooping, crouching, pushing, pulling, twisting at the waist, handling, gripping, grasping, reaching at, above and below shoulder level. On rare occasion, kneeling, climbing stairs and ladders. **Vision:** Visual acuity that could be corrected sufficiently to perform the essential functions of the position. **Hearing:** Effectively hear/comprehend oral instructions and communication.

Mental/Psychological:

Work cooperatively and interact appropriately with those contacted in the course of work, including the general public; use of advanced reading skills to read and understand technical instructions; perform complex mathematics calculations; use of complex writing skills; react quickly and calmly and to exercise good judgment in following procedures and directions; respond quickly to changing situations and work under pressure; communicate effectively orally; work within deadlines.

ENVIRONMENTAL CONDITIONS:

Constantly work indoors. Rarely work outdoors. Frequent use of products and equipment related to Internet access programming; personal computer, including word processing, database and spreadsheet programs; calculator, telephone, photocopier and telex fax machines, and other office equipment. Work both with others and alone. Occasional exposure to excessive noises.

MINIMUM QUALIFICATIONS:

Knowledge Of:

Principles and practices of contract administration;
Principles, practices, methods, and procedures of customer service management, including customer relations, price administration, and communication;
Office practices and procedures, including filing, word processing and record keeping using various computer programs;
English usage, grammar, spelling and punctuation;
Business math.

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Ability To:

Coordinate contracts and technical operations of a wireless Internet access system;
Establish and implement goals, objectives, procedures, and priorities;
Maintain accurate records of work performed and organize work to meet deadlines;
Respond effectively to situations requiring immediate attention;
Compose, prepare and proofread a variety of documents: statistical and descriptive reports, charts, letters, forms, memos;
Use common office and technical operations equipment, including personal computers;
Resolve problems, and handle conflicts when dealing face-to-face with the public;
Understand and carry out oral and written communications;
Read, understand, interpret and apply specific requirements, procedures, and policies;
Handle multiple priorities and tasks effectively;
Establish and maintain effective relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination of training, education, and experience which demonstrates the ability to perform all the duties of the position. The typical qualifying entrance background is a two years college course work in business administration, marketing, information technology or related field AND one year customer service experience, which includes considerable public contact, record keeping, and reporting. Experience in a wireless Internet services field, or in a related broadband area, may be substituted for the education on a year-for-year basis.

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