

YTC Job Descriptions 2022



Title: Operations Specialist

Overview

Yakutat Telecom Company (YTC), a subsidiary of Cordova Telecom Cooperative, is seeking a reliable self-motivated individual to be the local Operations Specialist in Yakutat Alaska. The Operations Specialist will be responsible for all local field support, new service delivery, and management of telecommunications infrastructure. This role will work directly with local Yakutat Customers, the Yakutat Customer Service Representative, and be the liaison with the Cordova Telecom Cooperative team. The successful candidate will be friendly, good communicator, detail oriented, and problem solver with the ability to learn and support technology services.

This job requires some overtime, periodic travel to Cordova and remote sites, and ongoing training for safety and technology. This is a great opportunity to be the local internet hero and supporting your community's communication needs.

YTC prefers to have local candidates that grew up and live in Yakutat or looking to return to Yakutat.

Responsibilities

The Operations Specialist will learn and be responsible for all technical aspects of normal exchange operation; eventually supporting telephony, internet, wireless, and TV services. The successful candidate will learn and perform the following additional authorities and responsibilities:

- a) Manage the planning and delivery of general site maintenance.
- b) Primary service delivery and support resource for YTC
- c) Support new construction projects
- d) Work with CTC team to support local telecommunications infrastructure
- e) Responsible for new local service delivery of internet services
- f) Install, remove, and manage changes for residential and business customers
- g) Maintain YTC facility accessibility in winter (ie snow removal)
- h) Maintain fiber plant, splices, and customer drops
- i) Operate mechanical and electrical tools
- j) Able to work under stressful situations. Memory for and attention to details.
- k) Alertness to maintain flow of work to prevent bottlenecks and hazards.
- l) Able to work with a minimum of supervision
- m) Develop a working knowledge of all test equipment
- n) Learn general IT Networking concepts for support and troubleshooting
- o) Learn telecom support tools (Adtran, Solar Winds)
- p) Keep current on all company policies, bylaws, tariffs and regulations
- q) Fill out detailed daily time sheets describing all work performed
- r) May be asked to attend out of town training for extended periods of time.
- s) Support after-hour outages with CTC team
- t) Work with and support nearby remote sites
- u) May be called on to work in any kind of weather
- v) Such other duties as may be assigned



Requirements

- a) High school diploma or equivalent
- b) Three or more years working in construction and/or utilities roles preferred
- c) Must have a valid Alaska driver's license
- d) Must not be color blind

Benefits

- a) Starting wages hourly DOE \$29.31 to \$48.32
- b) Full health benefits
- c) Pension plan and 401k options
- d) Paid holidays and personal time off

Job Posted: 07-26-2022

Open Until: 08-19-2022 or until filled

Please email resumes to jobs@ctcak.coop

Don't have a resume, computer access, or internet? No problem, please call us at 907-424-2300 and ask for Christi Banks to schedule an interview and complete an application.