

# TELSTRA CORE JOB DESCRIPTION

## Customer Field Workstream

Job Title: Technology Installer & Repairer  
Workstream: CFW  
Band: 6  
Reports To: Team Leader/Manager

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### JOB PURPOSE

#### 1. Primary Role

Without immediate supervision or direction, undertake the full range of end to end activation and assurance functions associated with new and emerging technology products and services, to meet our customers' expectations, service commitments and maximise revenue for the organisation.

#### 2. Typical Functions

Typically an individual performing this role would be required to undertake complex diagnostics, programming of services and products, and work with an agile mindset to determine the primary course of action from a range of variable solutions.

Typical functions may include, however will not be limited to:

- Activation and assurance of complex technology products and CPE, including – Asymmetric Digital Subscriber Line (ADSL Complex), nbn Business (DOT Complex), nbn Complex (NTU's, Business SIP), Data and Special Services (WLAN, Routers & Switches), TIPT, MIPT, MDN, Video Conferencing, Digital Media, First In Network Transmission/Mobiles & Radio Assurance, Consumer, Business & Enterprise Wi-Fi Solutions.
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### ACCOUNTABILITIES

Typical accountabilities may include, however will not be limited to:

- Deliver seamless fault rectification and product installations, to the full satisfaction of Telstra's customers.
- Compliance to the prescribed quality standards, practices and procedures.
- Contribute to personal and public image, by compliance with all relevant policies, practices and regulations in an effective and responsible manner.
- Provide technical coaching and guidance to fellow team members to assist the team leader in the development of the team.
- Mentor peers/trainees with service activation and assurance tasks and provide test equipment training and guidance.
- Manage and resolve escalations received from customers and/or team members on complex technology products or services
- Identify process improvement and automation opportunities to improve production and reduce wasted or ineffective truck rolls.
- Provide technical leadership working on continuous improvement initiatives through coaching and upskilling team members
- Contribute to the company's financial wellbeing by the timely and accurate capturing and recording of all relevant cost, time and revenue data, along with seeking opportunities to grow revenue and reduce costs.

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**DIMENSIONS** (Size of job responsibilities)

Human Resource Responsibilities:

- Direct Line Reports [ 0 ] Indirect Line Reports [ 0 ]

Financial Accountabilities:

	Primary	Shared	Contributory	Remote
Expenses:	\$	\$	\$	\$
Revenue:	\$	\$	\$	\$

Other: (if no \$'s indicated, other indications of size and responsibility)

- Financial accountability consists of the value of own labour, materials and equipment used per annum.
- An individual will be required to correctly and accurately, record Fee for Service charges and submit the dockets to the appropriate area for billing.
- Correct application of and compliance to policies, procedures, and practices will impact positively on the efficiency of the delivery of service.
- An individual will be required to efficiently utilise materials and equipment in the execution of these functions.
- An individual will be required to manage, monitor and maintain all assets aligned to this role.

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**SKILLS & QUALIFICATIONS (Mandatory and Desirable)**

Skills required to perform this role would often be gained from vocationally based training, coupled with on the job experience.

- An employee will be required to possess/obtain and maintain the relevant and applicable licences deemed mandatory by regulatory and legal authorities to perform this function (Example – Open Cabling Licence).
- An employee will be required to possess/obtain and maintain a driver's licence.
- Where a mandatory licence is required to perform a particular job function, it will be specified on the individual job description statement (i.e. Austel Licence endorsed with structured cabling (S) and optic (O), Industry White Card).
- Certificate IV (or equivalent) in Telecommunications, with at least 10 years industry relevant experience.
- At least 2 years of experience performing Internet Protocol networking and routing.
- Demonstrated peer coaching and continuous improvement capability.
- The position will require the development of solutions for complex issues at a very advanced level in the delivery of service to customers and to operate independently.
- The position will require advanced development of skills across a range of products, services, technologies, systems and/or processes, while at the same time be able to perform functions across a broad range of fundamental skills.
- The position will require the occupant to conduct on the job training, skills coaching and product guidance.

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## **TYPICAL PROBLEM SOLVING**

This role could be confronted with a variety and diverse range of problems, which need to be analysed before it is possible to select the appropriate solution or combination of solutions, based on past experiences and/or through use of substantially different procedures, standards and precedents and/or access to assistance. Differing situations require the identification of issues, the application of judgement, and the selection of solutions within the area of expertise and acquired knowledge.

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## **TYPICAL IMPACTS**

Whilst the role would operate within practices and procedures covered by precedents or well defined policies, these roles are permitted to determine their own priorities and may deviate from established procedures and practices, as long as the end results meet standards of acceptability (i.e. quality, timeliness, volume, etc.). Through advice and counsel, decisions made by employees performing this role are likely to influence decisions made by their peers and or subordinates as a direct result of the advice/counsel provided.

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## **KEY WORKING RELATIONSHIPS**

An employee performing this role will be expected to work autonomously, with minimal direction and supervision, and will need to build new and maintain existing relationships both internally and externally.

Typical relationships may include, but will not be limited to:

### **Internal**

- Field Manager
- Team Leader/Manager
- Global Operations Centre
- National Technical Support Team
- Workflow Deployment Centre
- Sales and Customer Service Staff
- Project Managers
- Cable Assigners
- Service & Product Testers
- Service & Product Programmers

### **External**

- Customers (All Market Segments)
- Contract Partners
- Local Authorities
- Industry Developers
- Vendors