

POSITION: TELEPHONE/RADIO TECHNICIAN

BASIC FUNCTION OF POSITION

As the Telephone Technician: installs, relocates and/or modifies telephone system and associated Branch Exchange equipment and cables. Performs diagnostic testing and maintains systems documentation as well as being the tertiary point of contact with the host country Myanmar Post and Telephone government office. As the Radio Technician: Installs various types of radio equipment such as base stations, tone remotes, repeaters, antennas, mobile radios and associate cables and hardware. The Radio Technician also maintains a wide variety of radio equipment according to manufacturers' specifications and agency directives. Additional areas of responsibility include supporting the customer base expansion of USAID and DOS direct hires; manage resources and inventory to provide the best quality of service. Performs other duties as directed by the Information Programs Officer.

MAJOR DUTIES AND RESPONSIBILITIES

Portable electronic devices 20%

-- Programs mobile Global System for Mobile communication (GSM) and Carrier Division Multiple Access (CDMA) devices for use on various host country digital networks.

-- Installs and updates mission contact database on Apple iOS, Google Android and RIM Blackberry operating system devices; configure software and third-party applications to synchronize with various SMART phones.

-- Manages inventory of Top-Up cards for sufficient supply in support of operational need.

-- Maintains master directory of subscribers and generate usage reports as required.

-- Prepares procurement requests for Subscriber Identity Module (SIM) cards; modifies standard SIM for use in mini and micro SIM form factor; export/import SIM data for backup and recovery.

Satellite Television 10%

-- Operate meter equipment to acquire signal from designated satellites for the use of AFN television reception

-- Install LNB components on fixed dish antennas and test transmit and receive quality of decoder or receiver equipment

Telephone 45%

-- Troubleshoots high speed digital data and voice circuit performance problems. Works with local and international carriers to restore digital circuits used by post.

-- Responds to unscheduled events such as equipment failures. Identifies necessary course of action, and in conjunction with U.S. supervisor, arranges for regional and/or vendor support to resolve telephone problems and/or configuration issues.

-- Provides technical advice and guidance to the U.S. supervisor concerning post's unclassified telephone systems issues and the host country's public and private telecommunications providers' capabilities and limitations. Provides technical advice to other posts in the region.

-- Reviews plans for renovations and office moves to determine the layout of voice and data cabling and placement of telephone and/or OpenNet connections. Develops the bill of materials for the installation.

-- Installs and terminates various mediums of cabling and tunes channel frequencies for satellite and local television programming. Troubleshoots broadcast reception issues when necessary.

-- Provides first level management and support of Embassy desktop phones, as well as E&E radio handsets, base stations, repeaters and antennas. Advises U.S. supervisor on purchases of new desktop phones and coordinates repair of faulty hand phones with local repair facilities. Works with U.S. supervisor to coordinate the replacement of radio handsets and/or batteries as needed.

-- Installs, maintains, configures and troubleshoots Broadband wireless network Canopy, Inmarsat telephone system, Nortel Norstar PABX system, Callpilot software, HF radio system, VHF radio repeater system, Call Bill software processing, CS1000E PABX system, VoIP Linksys router, ALGO software processing, Iridium Satellite phone docking station, BCM 50 PABX

Radio 25%

-- Maintains a variety of radio equipment (handheld and mobile units, base and repeater stations, antennas, etc.) according to manufacturers' specifications and Department of State Directives. This includes performing required preventive and scheduled maintenance.

--Installs various types of radio equipment such as a base station, tone remotes, repeaters, antennas, mobile radios, associated cables and hardware.