

Telecom Technician

Sample Military Occupational Classifications

- 29130 - Telecommunications Operations Specialist (Air Force)
- 25D - Telecommunications Operator-Maintainer (Army)
- 280 - Telephone Technician (Coast Guard)
- 0610 - Telephone Systems Officer (Marines)

This packet is designed for men and women in Telecom Technician positions leaving the military and entering into civilian occupations. It identifies and describes the current military occupation, and profiles five related civilian occupations that share many of the same skill requirements. These five related occupations are examples and individuals may have skills and interests that would qualify them for many other jobs.

These profiles can be used to:

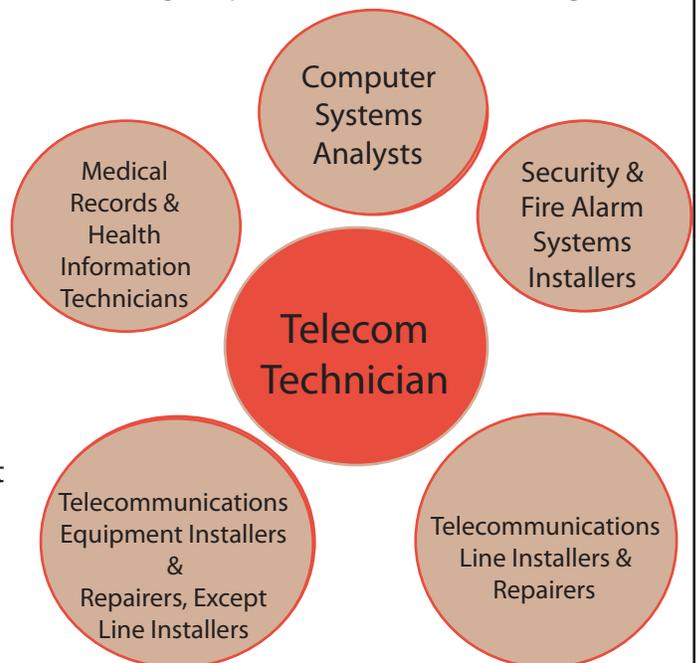
- Prepare for resume writing and job interviews.
- Help make training decisions.
- Explore new career options in occupations that require many of the same skills.

Each Occupation Profile contains the following information:

- Profile of current military occupation, with Top 6 important Duties and Top 3 pertinent Knowledges, Skills, Abilities, and Work Activities.
- Profiles of the most closely related civilian occupations identified, with Top 5 important Tasks; Top 3 pertinent Knowledges, Skills, Abilities, and Work Activities; Labor Market Information; Education and Training Requirements; and Job Listings in your area.

Each information packet is designed to answer questions like "how much can I expect to earn on this job?" and "what's the outlook for this type of work in the next ten years?"

Labor Market Information Division
Workforce Services Branch
Employment Development Department



Telecom Technician, cont.

Description

Supervise and coordinate the planning, installation, operation, maintenance, and repair of tactical and fixed telephone, cable, and wire systems. Additionally, they provide technical guidance required to procure and integrate telephone systems in the development of plans and policy for current and future operations.

Important Duties

- Inspect or test lines or cables, recording and analyzing test results, to assess transmission characteristics and allocate faults or malfunctions.
- Splice cables, using hand tools, epoxy, or mechanical equipment.
- Measure signal strength at utility poles, using electronic test equipment.
- Access specific areas to string lines or install terminal boxes, auxiliary equipment, using trucks, or climbing poles or ladders, or entering tunnels, trenches, or crawl spaces.
- String cables between structures and lines from poles, towers, or trenches and pull lines to proper tension.
- Note differences in wire and cable colors so that work can be performed correctly.

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Skills
Telecommunications	Operation Monitoring
Computers and Electronics	Troubleshooting
Mechanical	Quality Control Analysis
Abilities	Work Activities
Oral Expression	Updating and Using Relevant Knowledge
Inductive Reasoning	Handling and Moving Objects
Visual Color Discrimination	Making Decisions and Solving Problems

Source: Occupational Information Network ([O*NET](#))

Medical Records and Health Information Technicians

Description

Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health requirements and standards.

Sample Job Titles

Medical Records Clerk, Health Information Clerk, Office Manager, File Clerk, Medical Records Coordinator, Medical Records Analyst, Medical Records Director, Coder

Important Tasks

- Protect the security of medical records to ensure that confidentiality is maintained.
- Review records for completeness, accuracy and compliance with regulations.
- Retrieve patient medical records for physicians, technicians, or other medical personnel.
- Release information to persons and agencies according to regulations.
- Plan, develop, maintain and operate a variety of health record indexes and storage and retrieval systems to collect, classify, store and analyze information.

Job Fit

The job of Health Information Technician may appeal to those who enjoy following set procedures and routines as well as accuracy and attention to detail. Service-oriented individuals who value working in a friendly non-competitive environment should enjoy this type of job.

Education and Training Requirements

Typical Education Level: Postsecondary non-degree award.

Certification: Link to America's Career InfoNet Certification Finder at www.careerinfonet.org and type in the keywords "medical records technician" to find certification programs related to this occupation.

Medical Records and Health Information Technicians, cont.

2013 Median Wages

	Hourly	Annual
California	\$18.80	\$39,111
Los Angeles County	\$17.59	\$36,575
Ventura County	\$18.21	\$37,871

Source: [Occupational Employment Statistics Survey 2013 1st Q](#)

Projections of Employment - California Long-Term

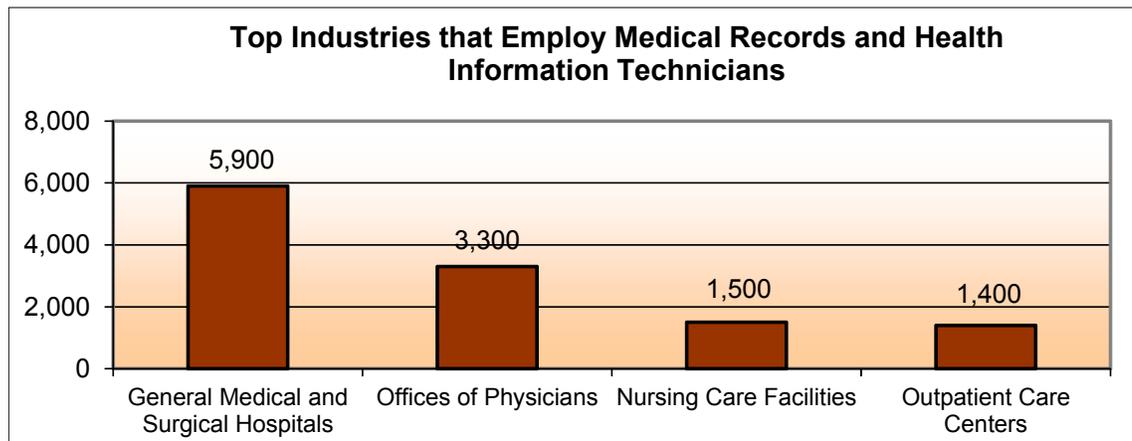
Est. # of Workers (2010-2020)		Numeric Change	Percent Change	Average Annual Job Openings
17,400	20,700	3,300	19.0	680

Projections of Employment - California Short-Term

Est. # of Workers (2012-2014)		Numeric Change	Percent Change	Average Annual Job Openings
18,000	18,900	900	5.0	730

Source: [EDD/LMID Projections of Employment by Occupation](#)

Top Industries that Employ this Occupation



Source: [CA Staffing Patterns](#)

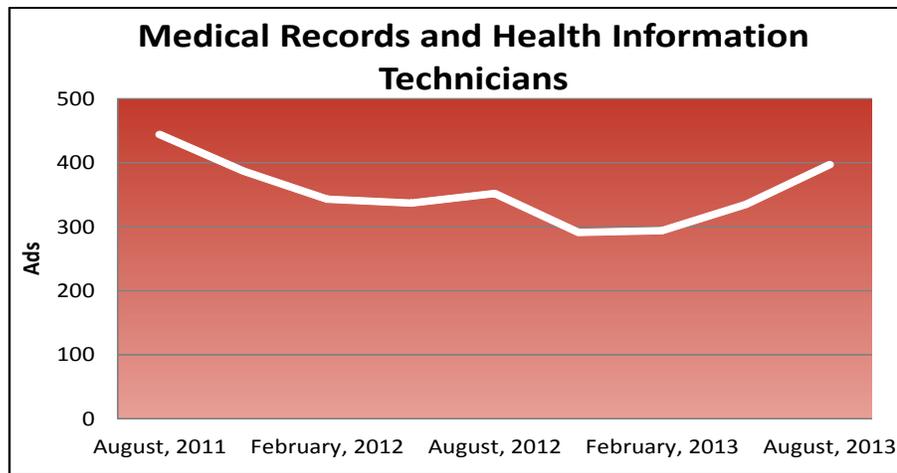
Medical Records and Health Information Technicians, cont.

Recent Job Openings for this Occupation

Month	Total Job Listings	Sample of Employers
July 2013	370	<ul style="list-style-type: none"> HRAA/AdminAssist Office Team A
August 2013	451	<ul style="list-style-type: none"> Office Team A HRAA/AdminAssist
September 2013	428	<ul style="list-style-type: none"> Office Team A Providence Health & Services

Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional 2-Year Online Job Ad Trend for this Occupation



Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional Supply and Demand for this Occupation

Estimated Candidate Supply	7,200
Employers Hiring	90
# of Employers Who Have Hired in the Past Four Years	710
Average Posting Period	50 days

Source: [WANTED Analytics](#): Date accessed 9/30/13

Medical Records and Health Information Technicians, cont.

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
Clerical	Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
Skill	Description
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Reading Comprehension	Understanding written sentences and paragraphs in work related documents.
Speaking	Talking to others to convey information effectively.
Ability	Description
Near Vision	The ability to see details at close range (within a few feet of the observer).
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Work Activity	Description
Getting Information	Observing, receiving, and otherwise obtaining information from all relevant sources.
Interacting With Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
Organizing, Planning, and Prioritizing Work	Developing specific goals and plans to prioritize, organize, and accomplish your work.

Source: Occupational Information Network ([O*NET](#))

Computer Systems Analysts

Description

Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.

Sample Job Titles

Systems Analyst, Programmer Analyst, Business Systems Analyst, Computer Systems Analyst, Computer Systems Consultant, Computer Analyst, Information Systems Analyst (ISA), Applications Analyst, Business Analyst, Systems Engineer

Important Tasks

- Expand or modify system to serve new purposes or improve work flow.
- Test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.
- Develop, document and revise system design procedures, test procedures, and quality standards.
- Provide staff and users with assistance solving computer related problems, such as malfunctions and program problems.
- Review and analyze computer printouts and performance indicators to locate code problems, and correct errors by correcting codes.

Job Fit

The job of Computer Systems Analyst will appeal to those who enjoy activities that involve working with ideas and that require an extensive amount of thinking. The Computer Systems Analyst occupation satisfies those with investigative interests. Investigative occupations involve searching for facts and figuring out problems.

Education and Training Requirements

Typical Education Level: Bachelor's degree.

Certification: Link to America's Career InfoNet Certification Finder at www.careerinfonet.org and type in the keywords "computer analyst" to find certification programs related to this occupation.

Computer Systems Analysts, cont.

2013 MedianWages

	Hourly	Annual
California	\$41.82	\$86,987
Los Angeles-Long Beach-Glendale MD	\$42.59	\$88,601
Oxnard-Thousand Oaks-Ventura MSA	\$41.63	\$86,584

Source: [Occupational Employment Statistics Survey 2013 1st Q](#)

Projections of Employment - California Long-Term

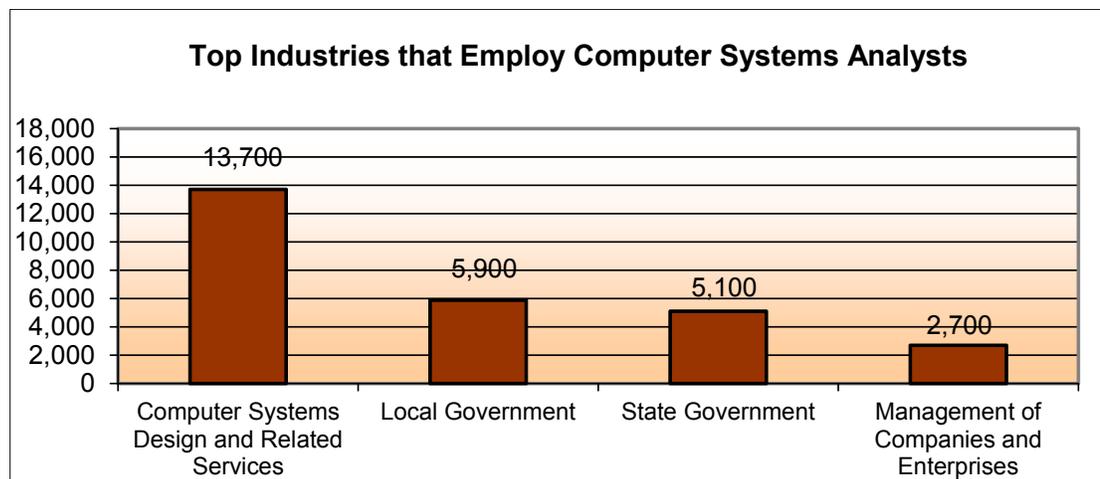
Est. # of Workers (2010-2020)	Numeric Change	Percent Change	Average Annual Job Openings	
61,200	72,100	10,900	17.8	2,250

Projections of Employment - California Short-Term

Est. # of Workers (2012-2014)	Numeric Change	Percent Change	Average Annual Job Openings	
64,800	68,200	3,400	5.2	2,790

Source: [EDD/LMID Projections of Employment by Occupation](#)

Top Industries that Employ this Occupation



Source: [CA Staffing Patterns](#)

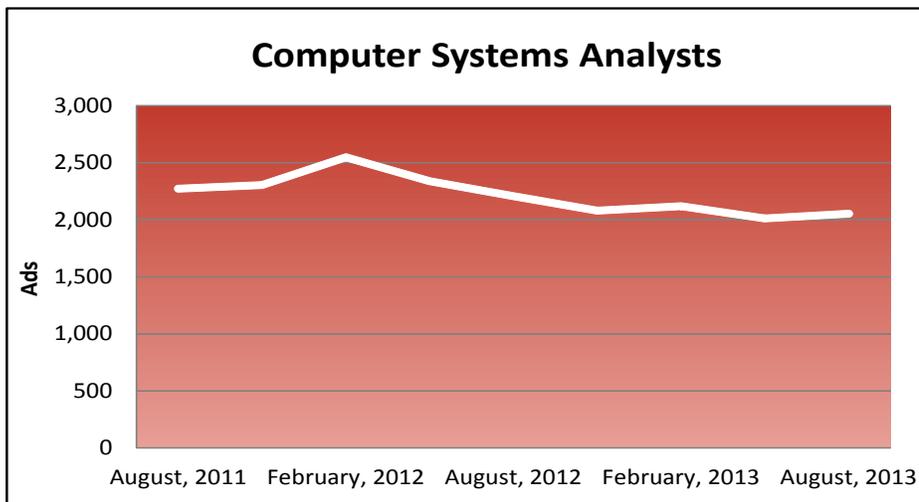
Computer Systems Analysts, cont.

Recent Job Openings for this Occupation

Month	Total Job Listings	Sample of Employers
July 2013	2,095	<ul style="list-style-type: none"> • IBM • Kaiser Permanente
August 2013	2,145	<ul style="list-style-type: none"> • IBM • Kforce Professional Staffing, Inc.
September 2013	2,046	<ul style="list-style-type: none"> • IBM • Randstad

Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional 2-Year Online Job Ad Trend for this Occupation



Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional Supply and Demand for this Occupation

Estimated Candidate Supply	19,000
Employers Hiring	468
# of Employers Who Have Hired in the Past Four Years	3,767
Average Posting Period	45 days

Source: [WANTED Analytics](#): Date accessed 9/30/13

Computer Systems Analysts, cont.

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
Computers and Electronics	Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Skill	Description
Critical Thinking	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Reading Comprehension	Understanding written sentences and paragraphs in work related documents.
Ability	Description
Information Ordering	The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Problem Sensitivity	The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
Work Activity	Description
Interacting With Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
Making Decisions and Solving Problems	Analyzing information and evaluating results to choose the best solution and solve problems.
Processing Information	Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

Source: Occupational Information Network ([O*NET](#))

Security and Fire Alarm Systems Installers

Description

Install, program, maintain, and repair security and fire alarm wiring and equipment. Ensure that work is in accordance with relevant codes.

Sample Job Titles

Alarm Technician, Service Technician, Installation Technician, Fire Alarm Technician, Security Technician, Security Installer, Electronic Security Technician, Fire and Sound Service Technician, Home Security Alarm Installer, Low Voltage Technician

Important Tasks

- Examine systems to locate problems such as loose connections or broken insulation.
- Test backup batteries, keypad programming, sirens, and all security features in order to ensure proper functioning, and to diagnose malfunctions.
- Mount and fasten control panels, door and window contacts, sensors, and video cameras, and attach electrical and telephone wiring in order to connect components.
- Install, maintain, or repair security systems, alarm devices, and related equipment, following blueprints of electrical layouts and building plans.
- Feed cables through access holes, roof spaces, and cavity walls to reach fixture outlets; then position and terminate cables, wires and strapping.

Job Fit

The job of Security and Fire Alarm Systems Installer may appeal to those who enjoy work activities that include practical, hands-on problems and solutions. This occupation also may appeal to those who like following set procedures and routines.

Education and Training Requirements

Typical Education Level: High school diploma or the equivalent and moderate-term on-the-job training. This is an occupation in which workers can develop skills needed to attain competency after a period of between 1 and 12 months of combined on-the-job experience and informal training.

Certification: Link to America's Career InfoNet Certification Finder at www.careerinfonet.org and type in the keywords "alarm installer" to find certification programs related to this occupation.

Security and Fire Alarm Systems Installers, cont.

2013 MedianWages

	Hourly	Annual
California	\$21.25	\$44,192
Los Angeles-Long Beach-Glendale MD	\$21.04	\$43,750
Oxnard-Thousand Oaks-Ventura MSA	\$19.03	\$39,571

Source: [Occupational Employment Statistics Survey 2013 1st Q](#)

Projections of Employment - California Long-Term

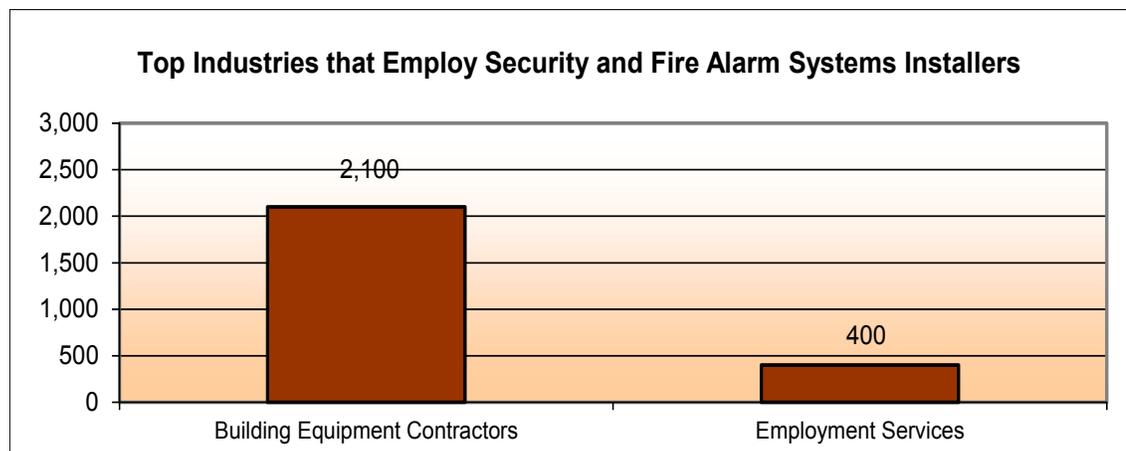
Est. # of Workers (2010-2020)		Numeric Change	Percent Change	Average Annual Job Openings
6,800	8,700	1,900	27.9	360

Projections of Employment - California Short-Term

Est. # of Workers (2012-2014)		Numeric Change	Percent Change	Average Annual Job Openings
7,400	7,800	400	5.4	410

Source: [EDD/LMID Projections of Employment by Occupation](#)

Top Industries that Employ this Occupation



Source: [CA Staffing Patterns](#)

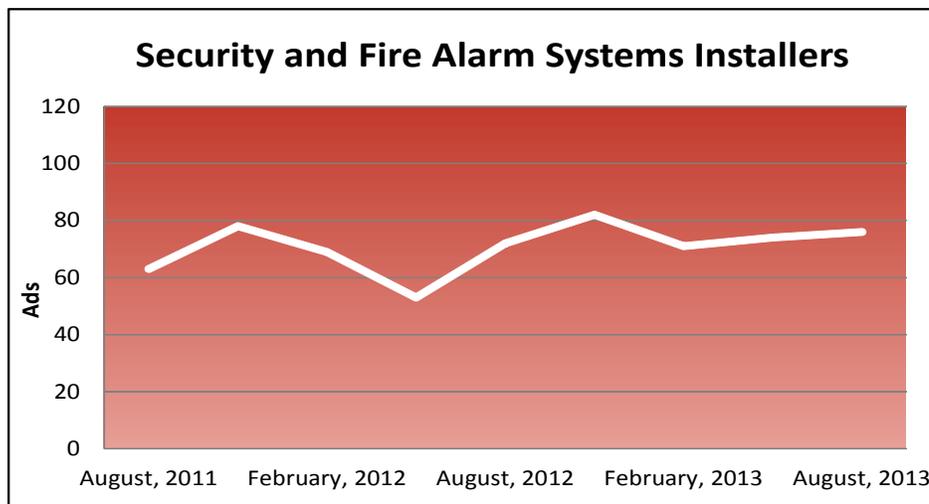
Security and Fire Alarm Systems Installers, cont.

Recent Job Openings for this Occupation

Month	Total Job Listings	Sample of Employers
July 2013	71	<ul style="list-style-type: none"> • ADT Security • SSD Systems
August 2013	99	<ul style="list-style-type: none"> • ADT Security • TEKsystems
September 2013	69	<ul style="list-style-type: none"> • SSD Systems • ADT Security

Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional 2-Year Online Job Ad Trend for this Occupation



Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional Supply and Demand for this Occupation

Estimated Candidate Supply	3,500
Employers Hiring	19
# of Employers Who Have Hired in the Past Four Years	119
Average Posting Period	41 days

Source: [WANTED Analytics](#): Date accessed 9/30/13

Security and Fire Alarm Systems Installers, cont.

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
Computers and Electronics	Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Public Safety and Security	Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
Skill	Description
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Critical Thinking	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Operation Monitoring	Watching gauges, dials, or other indicators to make sure a machine is working properly.
Ability	Description
Problem Sensitivity	The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
Arm-Hand Steadiness	The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
Near Vision	The ability to see details at close range (within a few feet of the observer).
Work Activity	Description
Getting Information	Observing, receiving, and otherwise obtaining information from all relevant sources.
Inspecting Equipment, Structures, or Material	Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.

Source: Occupational Information Network ([O*NET](#))

Telecommunications Equipment Installers and Repairers, Except Line Installers

Description

Install, set-up, rearrange, or remove switching, distribution, routing, and dialing equipment used in central offices or headends. Service or repair telephone, cable television, Internet, and other communications equipment on customers' property.

Sample Job Titles

Central Office Technician, Install / Repair Technician, Service Technician, Installer, Telecommunications Technician, Customer Service Technician (CST)

Important Tasks

- Note differences in wire and cable colors so that work can be performed correctly.
- Test circuits and components of malfunctioning telecommunications equipment to isolate sources of malfunctions, using test meters, circuit diagrams, polarity probes, and other hand tools.
- Test repaired, newly installed, or updated equipment to ensure that it functions properly and conforms to specifications, using test equipment and observation.
- Drive crew trucks to and from work areas.
- Inspect equipment on a regular basis in order to ensure proper functioning.

Job Fit

The job of Telecommunications Equipment Installer and Repairer may appeal to those who enjoy work activities that include practical, hands-on problems and solutions. This occupation also may appeal to those who like searching for facts and figuring out problems mentally.

Education and Training Requirements

Typical Education Level: Postsecondary non-degree award and moderate-term on-the-job training. This is an occupation in which workers can develop skills needed to attain competency after a period of between 1 and 12 months of combined on-the-job experience and informal training.

Certification: Link to America's Career InfoNet Certification Finder at www.careerinfonet.org and type in the keywords "telecommunications equipment installer" to find certification programs related to this occupation.

Telecommunications Equipment Installers and Repairers, Except Line Installers, cont.

2013 Median Wages

	Hourly	Annual
California	\$30.31	\$63,048
Los Angeles-Long Beach-Glendale MD	\$29.48	\$61,318
Oxnard-Thousand Oaks-Ventura MSA	\$29.93	\$62,253

Source: [Occupational Employment Statistics Survey 2013 1st Q](#)

Projections of Employment - California Long-Term

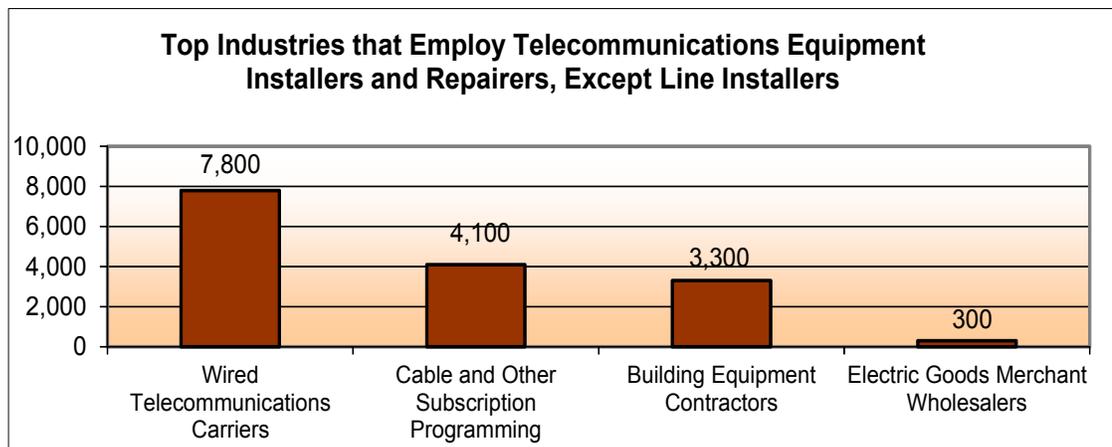
Est. # of Workers (2010-2020)	Numeric Change	Percent Change	Average Annual Job Openings
28,800	3,500	12.2	820

Projections of Employment - California Short-Term

Est. # of Workers (2012-2014)	Numeric Change	Percent Change	Average Annual Job Openings
27,900	-100	-0.4	470

Source: [EDD/LMID Projections of Employment by Occupation](#)

Top Industries that Employ this Occupation



Source: [CA Staffing Patterns](#)

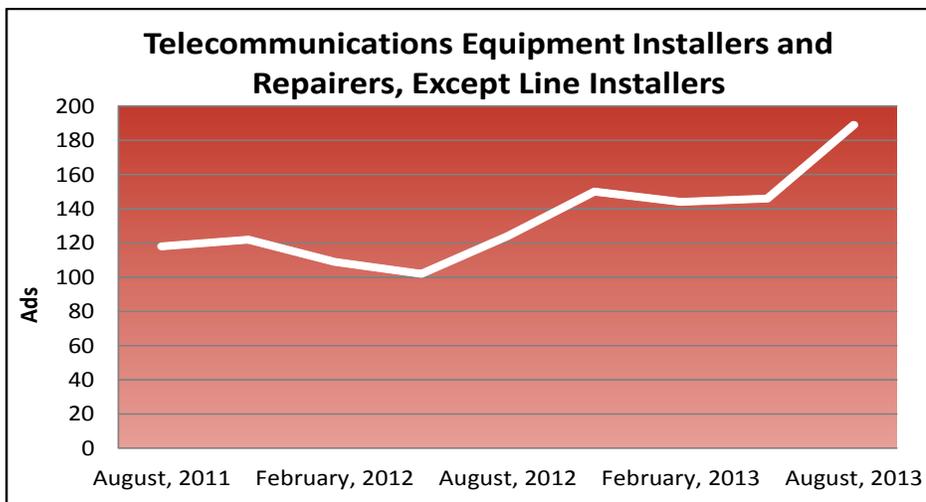
Telecommunications Equipment Installers and Repairers, Except Line Installers, cont.

Recent Job Openings for this Occupation

Month	Total Job Listings	Sample of Employers
July 2013	183	<ul style="list-style-type: none"> • AT&T • Charter Communications
August 2013	215	<ul style="list-style-type: none"> • AT&T • Charter Communications
September 2013	168	<ul style="list-style-type: none"> • Charter Communications • AT&T

Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional 2-Year Online Job Ad Trend for this Occupation



Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional Supply and Demand for this Occupation

Estimated Candidate Supply	12,000
Employers Hiring	36
# of Employers Who Have Hired in the Past Four Years	255
Average Posting Period	47 days

Source: [WANTED Analytics](#): Date accessed 9/30/13

Telecommunications Equipment Installers and Repairers, Except Line Installers, cont.

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
Telecommunications	Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
Computers and Electronics	Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Skill	Description
Operation Monitoring	Watching gauges, dials, or other indicators to make sure a machine is working properly.
Quality Control Analysis	Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
Troubleshooting	Determining causes of operating errors and deciding what to do about it.
Ability	Description
Finger Dexterity	The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
Manual Dexterity	The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
Problem Sensitivity	The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
Work Activity	Description
Communicating with Persons Outside Organization	Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
Updating and Using Relevant Knowledge	Keeping up-to-date technically and applying new knowledge to your job.
Documenting/Recording Information	Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.

Source: Occupational Information Network ([O*NET](#))

Telecommunications Line Installers and Repairers

Description

String and repair telephone and television cable, including fiber optics and other equipment for transmitting messages or television programming.

Sample Job Titles

Combination Technician, Service Technician, Installation and Repair Technician (I & R Technician), Cable Splicer, Cable Technician, Installer, Outside Plant Technician, Construction Technician, Construction Worker, Lineman

Important Tasks

- Travel to customers' premises to install, maintain, or repair audio and visual electronic reception equipment or accessories.
- Inspect or test lines or cables, recording and analyzing test results, to assess transmission characteristics and locate faults or malfunctions.
- Splice cables, using hand tools, epoxy, or mechanical equipment.
- Measure signal strength at utility poles, using electronic test equipment.
- Set up service for customers, installing, connecting, testing, or adjusting equipment.

Job Fit

For those who enjoy being outside, working closely with others in a team, and completing projects, the job of Telecommunications Line Installer and Repairer may be rewarding. This work would appeal to those who like practical, hands-on tasks, problem solving, and using a variety of tools and equipment.

Education and Training Requirements

Typical Education Level: High school diploma or the equivalent and long-term on-the-job training. This is an occupation in which workers can develop skills needed to attain competency after a period of 12 months or more of combined on-the-job experience and informal training.

Certification: Link to America's Career InfoNet Certification Finder at www.careerinfonet.org and type in the keywords "line installer and repairer" to find certification programs related to this occupation.

Telecommunications Line Installers and Repairers, cont.

2013 Median Wages

	Hourly	Annual
California	\$31.17	\$64,844
Los Angeles County	\$29.57	\$61,518
Ventura County	N/A	N/A

Source: [Occupational Employment Statistics Survey 2013 1st Q](#)

Projections of Employment - California Long-Term

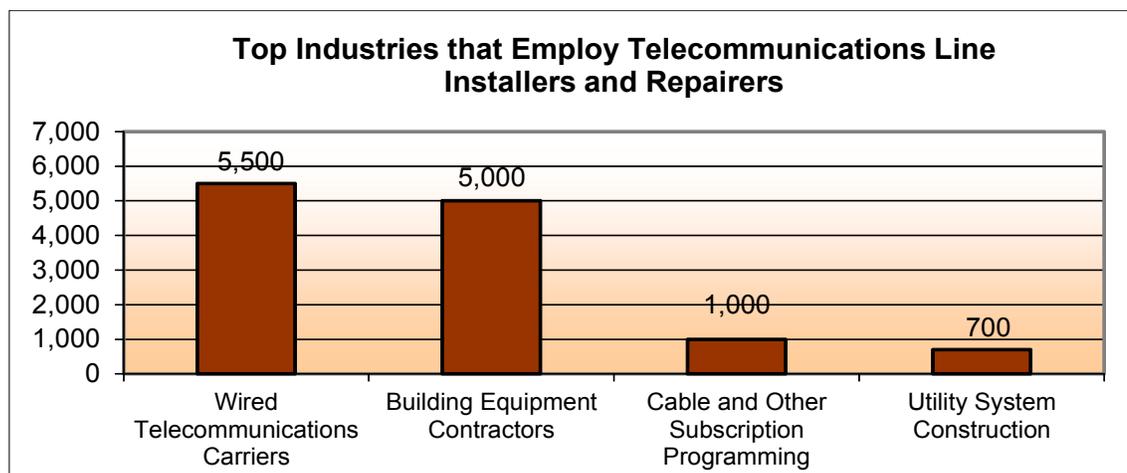
Est. # of Workers (2010-2020)		Numeric Change	Percent Change	Average Annual Job Openings
17,600	19,800	2,200	12.5	540

Projections of Employment - California Short-Term

Est. # of Workers (2012-2014)		Numeric Change	Percent Change	Average Annual Job Openings
17,800	18,300	500	2.8	550

Source: [EDD/LMID Projections of Employment by Occupation](#)

Top Industries that Employ this Occupation



Source: [CA Staffing Patterns](#)

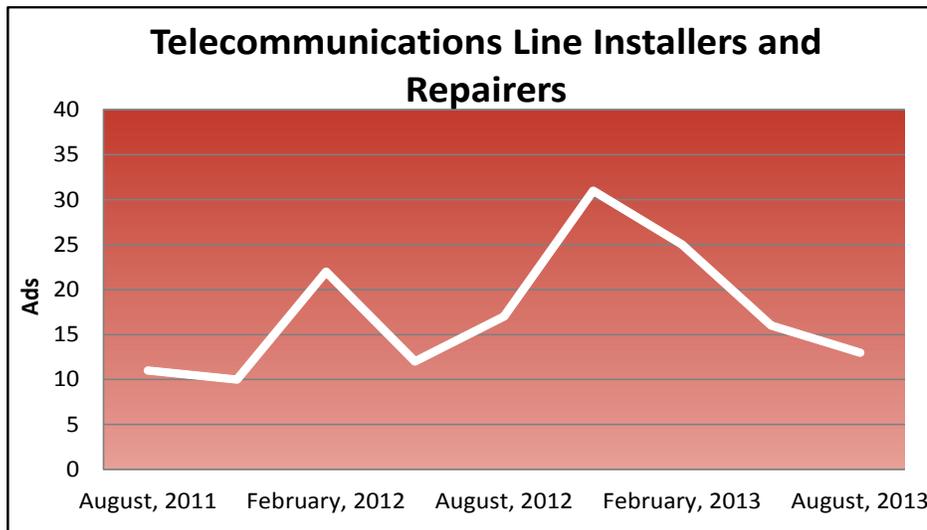
Telecommunications Line Installers and Repairers, cont.

Recent Job Openings for this Occupation

Month	Total Job Listings	Sample of Employers
July 2013	12	• Utiliquest
August 2013	15	• Utiliquest • United Airlines
September 2013	18	• Wise Connect Inc • RWM Fiber Optics

Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional 2-Year Online Job Ad Trend for this Occupation



Source: [The Conference Board Help Wanted Online™ \(HWOL\) data series - Hiring Demand Dashboard](#)

Regional Supply and Demand for this Occupation

Estimated Candidate Supply	7,900
Employers Hiring	2
# of Employers Who Have Hired in the Past Four Years	35
Average Posting Period	43 days

Source: [WANTED Analytics](#): Date accessed 9/30/13

Telecommunications Line Installers and Repairers, cont.

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
Telecommunications	Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Computers and Electronics	Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
Skill	Description
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Critical Thinking	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Operation and Control	Controlling operations of equipment or systems.
Ability	Description
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Arm-Hand Steadiness	The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
Work Activity	Description
Operating Vehicles, Mechanized Devices, or Equipment	Running, maneuvering, navigating, or driving vehicles or mechanized equipment, such as forklifts, passenger vehicles, aircraft, or water craft.
Handling and Moving Objects	Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
Performing General Physical Activities	Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.

Source: Occupational Information Network ([O*NET](#))

