

Contact

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Top Skills

T1

Telecommunications

DWDM

Certifications

CompTIA Network Plus

William Fisher

Service Assurance Technician II at Cox Communications
Greater Phoenix Area

Summary

Experienced Network Operations Center Technician with a demonstrated history of working in the telecommunications industry. Strong information technology professional skilled in Ethernet, Broadband, ISDN, Switches, and Cabling.

Experience

Cox Communications

Network Operations Center Technician 2

April 2016 - Present (6 years)

MIS COMPANY LTD

Contract Technician

August 2015 - February 2016 (7 months)

National

Short term contract Data and Telecom installation and removal work. Interpreted Engineering Service Orders. Inventoried Bill of Materials. Ran and terminated cabling from CAT 5e to Fiber Optics. Installed ironwork and network equipment. Tested cable terminations.

Integra

8 years 11 months

Network Service Technician 2

September 2013 - May 2015 (1 year 9 months)

Phoenix, Arizona

Performed preventive maintenance and installations on a variety of transport and customer premises equipment, including but not limited to - Fujitsu, Ciena, Adva, Infinera, Cisco 3400/3600, Allied Telesis, UE9000, Adtran, Nortel and Turin and other network elements including power plant.

· Wired trunk and data circuits, including but not limited to DSO, DS1, DS3, OCn, Single Mode, Multi Mode utilizing a variety of connectors, SFP, XFP and GBIC.

- Inspected, cleaned and, terminate fiber connections, test, determine and document proper db/light levels.
- Tested circuits utilizing a variety of test sets including, but not limited to BERT and OTDR.
- Worked cooperatively in conjunction with NOC/CRC/Engineering to isolate troubles, and commission services with capacity augments and engineering service orders.
- Followed accepted/documented standards and practices to complete work through interpretation and understanding of service orders and trouble tickets.
- Coordinated and monitor edthe work of vendors, installers, and contractors.
- Performed other related duties according to company needs and workload as required or assigned.
- Provided guidance to less senior technicians for repair and maintenance issues.

Central Office Technician 2

May 2008 - August 2013 (5 years 4 months)

Provisioned new circuit orders and disconnects from Gig-E to DSL levels of service. Tested and turned up new equipment installs.

Performed preventive maintenance and installations on a variety of transport and customer premises equipment, including but not limited to - Fujitsu, Ciena, Adva, Infinera, Cisco 3400/3600, Allied Telesis, UE9000, Adtran, Nortel and Turin and other network elements including power plant. Troubleshoot Network and circuit issues.

Used appropriate test equipment to resolve issues from DS0 to Gig-E and DWDM/CWDM, Coordinated and monitored the work of vendors, contractors and customers.

Coordinated with Network Operations Center, Engineering, customers, vendors, and contractors for completion of installation, trouble resolution and maintenance work

Installed Ethernet Switches/Routers at Customer Premises and Points-of-Presense.

Wrote and performed maintenance procedures for both within and outside maintenance windows, including corrdinating with vendors, customers, and other carriers.

Wired circuits from DS0 to CWDM/DWDM fiber optic level and everything in-between.

Provided guidance to less senior technicians for repair and maintenance issues.

Worked periodically required overtime work and/or on-call during off shift hours.

Field Service Technician 3

July 2006 - May 2008 (1 year 11 months)

Interpreted written installation and service orders, installed or repaired service at customer site including cross-connecting, splicing and installing wire, outlets, jacks and other related hardware

- Responded to customer repair calls by assessing root cause of reported problem.
- Read installation instructions or service orders to install, maintain and/or service complex customer premise equipment include but not be limited to: NIU/CSU-DSU, Channel Banks, Routers, and ISDN & DSL Modems
- Installed, maintains and/or troubleshoots DSL, T1, DS1, DS3, and integrated circuits
- Installed and maintain electronic key telephone systems.
- Performed needed repair including evaluation of system performance using a variety of test equipment, tools and methods to determine root cause of problem
- Performed required hardware and/or software repairs
- Maintained an accurate, written record of all required in documenting circuit test and acceptance
- Interacted directly with customers to determine needs, evaluate issues and provide training and support relative to system/transport features, functions & operation.
- Applied general principles to solve practical, everyday problems and deals with a variety of specific variables in situations where only limited standardization exists.
- Worked periodically required overtime work and/or on-call during off shift hours.
- Maintained service vehicle, including ensuring vehicle is mechanically maintained, re-stocked with supplies and organized
- Assembled and delivered DSL Modem kits to customer or Internet/Modem partner
- Moved, Installed and rearranged jumpers as required, including DEMARC to MDF pair
- Completed needed tests on DSO's using a VOM meter and loop tester
- Install and route cable for new installations

· Troubleshoot cable trouble using various handheld test equipment

Electric Lightwave

9 years 3 months

Site Supervisor

November 2001 - July 2006 (4 years 9 months)

Managed network operations for Electric Lightwave for the state of Arizona. Managed up to 11 technicians in day-to-day operations. Performed quality assurance and acceptance on both local team and contractor installation work. Kept an active training schedule as able to increase technicians' skill areas. Assigned work to technicians and balanced workloads. Wrote reviews and set career goals for team.

Hub Technician 3

June 1999 - November 2001 (2 years 6 months)

Responsible for quality assurance of installation work of other technicians and vendors. Coordinated work with other departments of Electric Lightwave, other technology companies, and vendors. Wrote and scheduled methods of procedure for after-hours network affecting installations and maintenance. Tested, cleaned and terminated new fiber installations using OTDR, OSA, power meters, and OCn & ethernet bandwidth test sets. Interpreted and installed telecom and data equipment using Engineering Service Orders and provided redline drawings and other feedback back to the Engineering Department, Provisioned customer and network circuits over multiple SONET transport systems, network routers, external echo cancellers, CSU/DSUs and multiple DACS. Cross-connected circuits ranging from fiber to coax and copper. Tested circuits using appropriate test equipment for the type and bandwidth of the circuit. Responded to trouble tickets for both customers and for the network, both on-call and during business hours. Provided backup to my supervisor as a lead technician. Provided guidance to less senior technicians for repair and maintenance issues.

Hub Technician 2

May 1997 - June 1999 (2 years 2 months)

Responsible for quality assurance of installation work of other technicians and vendors. Coordinated work with other departments of Electric Lightwave, other technology companies, and vendors. Wrote and scheduled methods of procedure for after-hours network affecting installations and maintenance. Tested, cleaned and terminated new fiber installations using OTDR, OSA, power meters, and OCn & ethernet bandwidth test sets. Interpreted and

installed telecom and data equipment using Engineering Service Orders and provided redline drawings and other feedback back to the Engineering Department, Provisioned customer and network circuits over multiple SONET transport systems, network routers, external echo cancellers, CSU/DSUs and multiple DACS. Cross-connected circuits ranging from fiber to coax and copper. Tested circuits using appropriate test equipment for the type and bandwidth of the circuit Responded to trouble tickets for both customers and for the network, both on-call and during business hours.

Nortel Networks

Switch Installer

November 1996 - October 1997 (1 year)

Richardson TX

Installed and documented installation of Nortel DMS-500 family switches according to Nortel and Bellcore standards. Assisted test and acceptance technician in bringing new switches online. Provided managerial backup for Site Team Leader as needed for team of contract installation technicians. Inventoried parts and checked results against bill of materials. Ran and dressed cabling. Assembled and anchored ironwork and racks. Wired and dressed cross-connect panels.

US Army

SATCOM Systems Operator / Maintainer

October 1988 - October 1996 (8 years 1 month)

Fort Buckner, Okinawa, Japan, and Fort Huachuca, Arizona

Supervised, installed, operated, and maintained strategic and tactical multi-channel satellite communications ground terminals, systems, networks, communication security (COMSEC) devices, and associated equipment. Operated and performed preventive maintenance checks and services (PMCS) on assigned communications equipment, vehicles, and power generators.

Provided technical assistance to subordinates engaged in the operation and maintenance of satellite communication systems. Identified and reported electronic jamming/deception and applied appropriate electronic countermeasures. Performed complex and multifaceted tasks associated with stressed and unstressed network operations. Supervised and performed alignment, control functions, and direct support maintenance on assigned communications equipment. Ensures backup equipment, spares, and repair

parts are available to sustain system operations. Compiled system and network statistics for reports.

Education

University of Arizona

BS, Applied Archaeology · (1983 - 1986)

University of South Carolina Upstate

BS, MIS · (1986 - 1988)