SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1008	Accounting Functions	Performs accounting functions associated with operation of a Finance organization. Prepares journal entries, compiles results and reconciles interrelated transactions.
C1010	Accounting Research	Performs basic accounting research functions on unusual transactions and reconciles related accounts.
C1011	Accounts Payable/Receivable	The systematic processing of bill payments; may involve direct customer contact.
C1014	Ad Valorem Tax Knowledge	Correct Ad Valorem tax problems.
C1017	AIC Knowledge	Understands and can perform AIC tasks and duties.
C1018	Analysis	The study of information on bills, accounts, vouchers, forms and reports to look for trends, patterns and/or the proper use of codes.
C1019	Analysis - Switches	Ability to verify computer systems and switches.
C1020	Analysis - Technical	Correctly interprets computer printouts, schematics and test data in daily job tasks.
C1021	Analysis - Traffic	Correctly interprets traffic orders and other printouts for next step handling.
C1025	Assembly	Perform a series of operations by which components are assembled. Controls or assembles by some means of fastening, interlocking, mounting or fitting parts together for the purpose of bringing a product to a partial or final stage of completion.
C1028	Audio/Visual Production	The production of audio and visual products utilizing a full range of electronic media and equipment (e.g., multi-image and video presentation).
C1030	Authority/Contract Preparation & Control	Research and analyze documents and/or data from a variety of sources for the preparation of an estimate. Contract and/or authority; track approval and implementation.
C1031	Automated Tape Management System Knowledge	Understands and can effectively operate automated tape management systems including loading, storage and retrieval.
C1032	Automatic Diagnostic Equipment Knowledge	Understands and effectively uses diagnostic equipment.
C1033	Automotive Heating & Air Conditioning	Maintaining and repairing automotive heating and air conditioning equipment.
C1036	Accounting - Basic	Knowledge of basic accounting principles or equivalent experience to a basic accounting course.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1038	PC Maintenance - Basic	May be required to carry out basic PC maintenance instructions associated with on-site microprocessor.
C1039	PC Keyboarding - Basic	Understands basic PC operations such as data entry and the various commands such as letter, number and function keys occasionally used for reports, etc.
C1040	PC Software - Basic	Understands PC operations such as basic word processing and common spreadsheet software and uses this knowledge to improve one's ability to perform job responsibilities.
C1042	Benefit Plans Knowledge	Understands and can process/administer the various benefit plans such as pension plans, worker's compensation and stock purchases.
C1044	Bill Verification	The investigation, verification and resolution of billing errors from banks, vendors, customers, BOCS and international.
C1045	Bill/Voucher Preparation	Prepares bills and vouchers for material, services and/or expenses including assigning specific financial codes; may include preparation of bills to customers, reports and sales forecast.
C1046	Billing Database Integrity	Ensures billing and service record accuracy, smooth service order flow and customer confidence. Operates electronic billing system.
C1047	Billing Procedures	Understands and follows Company procedures regarding tuition billing and makes adjustments and credits if needed.
C1048	Billing Procedures - MCI	Knowledge of MCI billing procedures.
C1053	Blueprints/Electrical Diagrams Knowledge	Understands, interprets and uses blueprints and diagrams for servicing of facilities or equipment.
C1054	Bookkeeping	Knowledge of basic bookkeeping principles and practices in order to reconcile, adjust, and balance company books.
C1055	Broadcast Operations	Take orders from customers and switch or patch up video and program circuits to provide service.
C1057	Building Maintenance	Testing, repairing, replacing, altering or rearranging equipment associated with a building that is used in the provisioning of life safety, fire protection, HVAC, commercial/emergency power and plumbing.
C1060	Building Repair	Conducts necessary repairs on building facilities, i.e., locks, windows, doors, gutters, etc.
C1062	PC - Business Graphics Production	The production of architectural graphics using PC Packages such as exhibit design, computer related imagery, film or video.
C1064	Buying	Purchase of supplies and equipment in the most cost effective manner; involving some direct vendor and client contact.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1065	Cable Identification	Correctly identifies underground cables from records and understands their relationship to each other.
C1066	Cable Knowledge	Ability to splice, maintain and provide necessary service to cables to ensure utilization of their capacity. (Includes ability to count pairs and recognize difference in types of cables and knowledge of path through the network.)
C1070	CAD System Knowledge	Knowledge of CAD system with Synercom and Enhouse for outside plant engineering record keeping.
C1074	Carpentry	Work associated with wood and wood products.
C1075	Carrier System Tracking	Track the number of carrier systems that are working for EADAS (NSPMP).
C1076	Caseload Processing	Processes accident claims, pension and LTD cases pending closure.
C1077	Cash and Coin Collector	Maintains appropriate cash and coin collection activity, schedules and records.
C1080	CCATS Knowledge	Use of CCATS (Circuit Control and Tracking System) to log orders (IEC) and to pull WORD documents for tracking.
C1081	Central Office Wiring	Correctly performs the necessary functions or steps to connect customer lines to the central office equipment.
C1082	Centrex System Knowledge	Ability to operate the Centrex System for service order processing.
C1083	Centrex/DID Provisioning	Provision Centrex and DID (Direct-In-Dial) customers. Work from marketing service orders.
C1086	Circuitry Knowledge	Understands the principles of telephone circuitry in order to provide the necessary repair or maintenance functions (includes circuit control knowledge).
C1087	Claims Administration	Investigation and/or processing of claims; may include loss and damage and toll inquiries.
C1089	Clerical Administrative	Performs general clerical tasks which include filing, typing, paper processing, conference/travel arrangements and other administrative duties.
C1092	Clinical Procedures Knowledge	The ability to perform clinical procedures, i.e., blood pressure, pulse, respiration, vision, hearing, breathing tests and electrocardiograms (EKGs); preparation of examination rooms.
C1099	Coin Telephone	Assembles and disassembles various types of pay telephones and enclosures. Understands functions of parts and electrical values. Diagnoses trouble pertaining to coin services.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1100	Collections	Interfaces directly with customers primarily by phone to arrange for partial or full payments of outstanding debts, explains charges, credits, and negotiates payment.
C1102	Common Control Orders Knowledge	Understands the relevant processes and procedures associated with common control orders and can effectively perform the required technical operations.
C1103	Common Electronic Equipment Knowledge	Basic understanding of the mechanics of such electronic equipment as Teletypewriters, Video Display Terminals (VDTs) and personal computers.
C1104	Communications - Data Equipment	Understands and performs installation, corrective and preventive maintenance functions on multiplexors, modems, and other related data equipment, e.g., SMDS.
C1106	Communication Skills (Speaking)	Orally transmits ideas, instructions and information so they are clearly understood by others in formal or informal face-to-face situations or on the telephone.
C1107	Communication Skills (Writing)	Write clear, concise, and grammatically correct memos, letters, instructions and work reports which others can understand. Ability to create written communication to internal and external customers.
C1117	Communication Terminal	Familiar with operation of equipment connected to a mainframe or other computer system; input or retrieve information.
C1119	Company Products and Service Knowledge	Understands product offerings, capabilities and limitations such that one can readily apply it to get results (orders). Understands how customer conducts business.
C1120	Company Products Knowledge	Ability to assist customers in the usage of their communications network.
C1123	Company Standards Knowledge	Familiar with Company policies, procedures and standards in area of expertise.
C1124	Competitor Products/Service Knowledge	Understands competitor product lines in order to position the Company's products for maximum advantage.
C1125	Payment Balancing	Ability to balance all payments credited against cash received using a microprocessor & added machine.
C1128	Computer Maintenance/Diagnosis	Maintenance, diagnosis and/or repair of computer systems. Problem isolation by use of system commands and displays, control panels, technical references and problem determination software. May include inventory and ordering/installing of hardware, software and computer accessories.
C1129	Computer Operation	Correctly loads magnetic tapes, maintains tape library and operates printing and distribution functions.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1130	Computer Operations	Operates, controls and/or monitors interactive mainframe computer equipment to ensure the proper functioning of computer hardware, operating system software, system control programs and local network software.
C1135	Computer System Administration Support	Monitoring resource usage (e.g., machine performance, disk usage), making recommendations for system expansions, developing and updating operating tools. Includes system backup and troubleshooting system problems.
C1136	PC - Software/Hardware Knowledge	Ability to install, upgrade and remove PC software and hardware
C1139	Computerized Test Equipment Knowledge	Effectively uses computerized test equipment in daily job tasks.
C1142	Conflict Resolution	Deals effectively with people in tense situations and confronts and resolves conflicts immediately without major disruption.
C1143	Consultant Criteria	Meets all statewide residence consultant specialist criteria.
C1148	Coordination	Interface between several contacts within an organization, between a variety of other departments and/or external organizations to track and ensure completion of a task project; may include coordination of workload assignments for other employees.
C1150	Copier Technician	Perform equipment analysis and determine if corrective action is necessary. Knowledge in areas of copier electronics, diagnostics and parts so that cause of failure can be recognized. Take necessary steps to restore unit.
C1151	Copying and Duplicating	Copying and duplicating printed materials using various types/sizes of copiers and high speed duplicators, primarily in a reprographics or graphic arts center.
C1152	COSMOS and FWS Knowledge	Review/Status reports in Cosmos and FWS and refer troubles.
C1153	COSMOS Knowledge	Understands the functions and applications of the COSMOS system.
C1154	Cost Estimating	Detailed knowledge of pertinent costs. Compilation of aggregate costs and submittal for approval prior to placing an order.
C1156	Creative Illustration	Interpretation and artistic rendering of a given subject.
C1158	Credit Investigation	Verification of credit worthiness of potential users; may involve interface with credit bureaus, employers or other creditors either in writing or by phone.
C1159	Custodial	Provide for the removal of waste material, proprietary information and visible soil in the facility.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1162	Customer Contact	Ability to handle questions and clear customer (internal and external) problems and ensures commitments to customers are met by resolving problems and providing services.
C1164	Customer Equipment Verification	Initiates procedures to check the status of customer equipment and takes necessary steps to set-up maintenance or other service functions.
C1167	Customer Interface	Performs as a customer contact on the day-to-day operation of affected applications. Responds to all customer trouble calls and inquiries.
C1169	Customer Negotiation	Interfaces with customer and/or project management team to negotiate critical dates and assists in decisions regarding system feature configuration, new service or changes in existing service.
C1171	Customer Relations	Interfaces with internal or external customers in a professional manner in person, on the phone or through written communications.
C1172	Customer Satisfaction	Maximizes performance in the territory by attending to customer needs and issues; may include reviewing customer billing requirements and recommending billing alternatives.
C1173	Customer Software Problem Resolution	Isolation and resolution of customer access and software problems associated with customer/application software.
C1174	Data Analysis	Able to identify and integrate sources of data, arrange into meaningful groupings, summarize, interpret, and draw conclusions.
C1176	Data Communication Knowledge	Understands and performs installation, corrective and preventive maintenance functions on data switching systems (e.g. public switching).
C1177	Data Communications	Coordinates data communications installations and changes. Isolates troubles on network and implements work-around to restore access with representatives from corporate communications, field support, users and other data processing center groups.
C1178	Data Communications Installation	Install and maintain all data communications, i.e., private lines, modems, LAN's, controllers, etc. May include customer premise data communications.
C1184	Data Systems - BOSS	Understands the functions and the applications of the BOSS System.
C1187	Database Maintenance	Input of information and maintenance of current files in the database.
C1188	Database Management	Efficiently updates and reconciles various database systems to ensure accurate information and timely changes.
C1192	Database Systems Knowledge	Ability to use several computer database systems, e.g., LMOS, SORD, WORD, R Base 5000, WordStar, etc.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1195	Decollator/Burster Knowledge	Effectively operates decollated and burster equipment and maintains reports and logs pertinent to printing and distribution operations.
C1197	Operator Services Department Practices and Knowledge	Thorough knowledge and understanding of methods and practices and resource documents (DAOP & OAG).
C1201	Design Engineering Knowledge	Understands general design engineering principles and can correctly review documentation for network elements, trunk forecasts and other equipment related functions.
C1203	PC - Desktop Publishing	Make appropriate decisions on all phases of the desktop publishing process, using fundamental knowledge of page layout, design and typography including type specs, kinds of graphics needed, etc.
C1205	Diagrams/Schematics Knowledge	Reads and interprets schematic diagrams, circuit diagrams, service orders, trouble tickets, system application diagrams and/or circuit designs.
C1206	Digital Data Service Product Knowledge	Familiar with Digital Data Service order processing and implementation.
C1207	Dispatch	Scheduling work to be completed at various locations. May include need to prioritize trouble calls and use computer equipment/systems. Assigns due dates to service orders to route technicians.
C1208	Document Interpretation	Correctly interprets traffic orders and other printouts for next step handling.
C1214	Drafting Knowledge	Familiar with basic drafting techniques and practices, and is able to follow company standards.
C1215	Drafting Tools Knowledge	Can identify and use drafting tools in the execution of job duties.
C1216	E-9-1-1 Computer System Knowledge	Ability to understand and use E-9-1-1 computer system especially regarding service order processing. Ability to input data to E-9-1-1 via VDT.
C1218	Editing	Edit compilations of publications and professional documents for grammatical construction, format, spelling, abbreviation, punctuation, references, nomenclatures, consistencies of text and illustrations, etc.
C1221	Electrical Maintenance and Diagnosis	Maintenance and repair of building electrical systems. Knowledge of commercial AC power systems and national electric codes. Involves work with HVAC systems and chillers.
C1222	Electronic Accounting Machines Operation	User knowledge of machines such as card sorters, interpreters, reproducers, etc.
C1223	Electronic Information Retrieval	The transfer of information stored in electronic or other forms of media to hard copy upon request. May include the use of special computer software.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1224	Electronic Telephone Product Knowledge	Familiar with Electronic Telephone Features/Electronic Business Set order processing and implementation.
C1225	Electronic Testing	Performs a variety of electronic and mechanical testing on electronic systems, sub-assemblies and parts ensuring unit function to specifications and/or determining cause of failures. Utilizes a full range of electronic tests.
C1226	Electronics Operation	Performs operations (assembly, fabrication, inspection, testing/trouble shooting) of electronic systems, sub-assemblies, parts/components (resistors, inductors, capacitors, crystals, diodes, solid state semiconductors, controls, printed circuitry).
C1228	Emission Certification	Smog check vehicles bi-annually for vehicle registration.
C1229	Engineering Administration Accounting	Make accounting changes on RWE system per field conditions.
C1230	Engineering Orders Knowledge	Understands and can work with engineering orders related to conduit layouts, right-of-way documents and other traffic-related requirements.
C1233	Operator Equipment	Ability to use operator equipment, i.e. TSPS, OSPS, 800 DA, RPCA, quote services, TDD, Alliance, teleconferencing, etc.
C1234	Equipment Condition Reporting Knowledge	Ability to communicate via a check-off log on written summary the condition of equipment used in the day's work, with the major objective being to alert maintenance personnel/technicians of any problems.
C1235	Equipment Installation - ESS	Installation of electronic switching systems, such as 4ESS and 5ESS switches.
C1237	Equipment Installation - Radio/CXR	Install microwave radio and broadband carrier systems in central offices. Knowledge of analog/digital radio, radio switching equipment (100A, 400A, 500A), FM equipment (FNAS, 200A) and broadband multiplex (MGTA, MMX, MGTB, LMX, etc.).
C1238	Equipment Monitoring	Retires or transfers pertinent equipment between offices through accounting.
C1239	Equipment Testing Knowledge	Understands the procedures for testing of telephone equipment and can use these procedures to carry out the necessary checks.
C1243	Excavation	Perform the procedures for necessary minor ground clearance required for equipment installation/repair.
C1245	Express Call Completion Knowledge	Understands the express call completion system.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1247	Extracting Machines Knowledge	The ability to work on an extracting machine on a processing system.
C1250	Facilities System Knowledge	Understands the facilities system functions to the extent that testing, repair or maintenance is possible.
C1252	Facility - Access/Special Service	Order and track implementation of local access portion of a circuit/service from a local exchange carrier (LEC).
C1253	Facility - Design/Implementation	Knowledge of facility design and installation requirements.
C1254	Facility - Equipment Assignment	Assignment of equipment to install and/or repair customer's service.
C1255	FACS Knowledge	Understands the FACS system, can identify system errors and take the necessary steps for correction.
C1256	Fact Finding	Asks questions and uses follow-up probes which guarantee that all relevant facts will be considered before a decision is made.
C1257	FCC License	Possess license issued by the Federal Communications Commission through U.S. code of federal regulations; issued where job involves international fixed services, marine or aviation radio operations, etc. General radio telephone operators license.
C1259	Fiber Optics Knowledge	Experience in fiber optic splicing and testing procedures.
C1263	First Bill Servicing	Assists in first bill explanation as well as processing of M1450 adjustments.
C1268	Fourth Generation System Knowledge	Understands and can use fourth generation systems.
C1270	Frame Knowledge	Perform routines on frames, fix trouble.
C1271	Fraud Alert Referral Program Knowledge	Understands and utilizes FARP, summarizing the number of times the Billing Application Validation (BAV) database was accessed by individual calling cards.
C1272	Furniture Repair	Performs necessary repairs to various pieces of furniture, i.e., desks, chairs, tables, etc.
C1275	Furniture/Office Equipment Coordination	Provides for the installation, repair and rearrangement of furniture/office equipment, including the coordination between furniture, electrical and telecommunications personnel. Works with real estate and client in initial floor layout.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1276	General Administrative Knowledge	Knowledge and experience in working with Company S.I.'s, interdepartmental coordination (i.e., CDC distribution, OCS, PB Connect, etc.)
C1277	Graphic Design Standards	Knowledge of Company's graphic design standards.
C1280	Graphic Arts Knowledge	Understands and can use graphic arts tools and techniques to produce maps, illustrations, technical drawings, etc.
C1282	Graphics Hardware	Knowledge and use of graphics hardware for input and output of a variety of graphics material.
C1285	Hand and Power Tools Knowledge	Ability to work safely with hand and power tools.
C1286	Hand Tools Knowledge	Understands and uses the various hand tools required in installation and repair.
C1287	Hardware Installation	Provide space, implement modification and necessary AC power for equipment, including processors, devices (tape drives, DASD, printers) and terminals/PC stations. Run cables/connectivity to/from processors/devices.
C1289	Hi-Cap	Reconciliation of all HICAP-56KB connector jobs for outside plant.
C1291	Housekeeping Skills Knowledge	Knowledge of basic washing and cleaning, and the ability to perform these tasks.
C1295	IEC Provisioning	Provision IECs from service orders.
C1299	Inspection	Visual and mechanical checking of components in process and final product for conformance to specified workmanship, dimensional, mechanical and similar requirements. Includes incidental electrical checks utilizing provided facilities.
C1302	Installation - Analog	Installation, maintenance and repair of analog circuits. May include customer equipment such as Horizons and Dimensions.
C1304	Installation - Cabling	Placing of copper, coaxial inside wire and/or fiber floor duct or conduit.
C1305	Installation - Testing	Tagging, testing and identifying wire placed.
C1306	Installation - Wiring	Termination of wire and cable on connecting blocks and placing cross connects.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1307	Installation and Repair - Cable	Installation and maintenance of coaxial cable systems; plant protection; locate and mark cable, splice and restore lead sheath cable, locate and repair leaks, troubleshoot and repair regens and repeaters. Read various drawings, as-builts and plot plans.
C1308	Installation and Repair - Digital	Installation, maintenance and repair of digital multiplex equipment, such as DDM10000, DACS 11, Granger, etc.
C1309	Installation and Repair - Fiber Optics	Installation and maintenance of fiber optics cable systems (FT-G417, 1, 7GB, etc.), plant restoration, L/G regen troubleshooting/repair and associated equipment (power alarm telemetry, etc.). Read various drawings, as-builts and plot plans.
C1310	Installation and Repair - Microwave	Installation, testing and repair of analog and digital microwave radio such as TD2/3, ARGA, DR6, Collins, Farion, etc.
C1311	Installation and Repair - UG Cable	Installation and maintenance of cable in underground conduit rather than buried cable; follow required safety procedures, read various drawings, as-builts and plot plans.
C1312	Installation Knowledge	Understands the procedures required to install, rearrange and/or remove complex telephone equipment.
C1313	Installation Repair - Special Services	Installation and maintenance of special services; custom service work.
C1314	Instructor Skills	Understanding of the mechanics of effective training, recognizing and adjusting to different learning styles, thorough knowledge and understanding of the Operator initial and miscellaneous training packages.
C1324	Inventory Control	Maintains accurate records of parts, equipment and other supplies and takes steps to maintain appropriate levels of each item.
C1325	Inventory Keeping	Experience in maintaining appropriate levels of inventory including records of volume, ordering, delivery, etc.
C1327	ISDN Product Knowledge	Familiar with ISDN order processing and implementation.
C1328	Jeopardy Reports Knowledge	The ability to understand the jeopardy report from LMOS database to monitor trouble loads and commitments.
C1330	Job Control Language	Modify, update or change the JCL of a job to describe its requirements to an operating system.
C1332	Job Scheduling	Sets up controls for job processing workload and system assignments to achieve efficient system utilization. May involve the use of special computer software.
C1333	Job Tracking	Inputs, schedules and tracks job status dates for construction budget.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1338	Ladder Safety Knowledge	Understands and follows ladder safety procedures.
C1344	Line Testing	Effectively employs the necessary steps and procedures to ensure adequate functioning of telephone lines.
C1346	LMOS Knowledge	Understands the functions and application of the LMOS system, e.g., DR SASS.
C1348	Loading/Unloading Procedures	Knowledge of correct physical and mechanical loading and off-loading techniques.
C1349	Local Security Administration Skills	Current experience and/or knowledge of the LSA function, requiring knowledge of Pactime Systems, UUIDs, and maintains logs of users of various secured systems.
C1353	Machine Operation Knowledge	Understands and uses various machines in daily tasks, i.e., electronic bill enclosing, electronic accounting, presses, headlines or IBM Executive, etc.
C1355	Machine Operator-Billing	Operate a computerized bill enclosing machine via touch screen VDT, and balance batch summary sheets after each pattern.
C1357	Machine Shop Practices	Knowledge of machine shop practices and skills in the use of hand/machine tools and computer controlled machine tools on metals and other materials.
C1374	Magnetic Tape Operation	Through the interpretation of computer generated messages, mount, dismount and operate tape/cartridge drives, perform routine drive maintenance. In addition, may prepare tape media for usage and/or perform volume initialization procedures.
C1375	Mail Delivery	Effectively manages mail deliveries, both internal and external locations.
C1377	Mail Room Functions	Various activities including, but not limited to: sorting and delivering mail, processing special mail, using office machines (e.g. postage meter).
C1379	Mainframe - Application Software	Familiar with programs designed for specific business functions such as payroll, order entry, inventory, accounts receivable, staffing and employment; covered are systems such as ATS, ACMS, CMAC, BVAPP, CMF, PICS/DCPR, TIRKS, MIA, DOPAC, SOTS, etc.
C1380	Mainframe - CPU Initialization	Perform initial program load (IPL) to initialize the operating system (MVS, VM, UNIX); start all associated hardware and software in preparation for processing.
C1385	Mainframe Computer Knowledge	Ability to access and use mainframe computers, such as: PACTIME, Defender Source, CORE.
C1386	Maintenance - CXR/Repeater	Operation and maintenance of various types of carrier equipment (Digital).

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1387	Maintenance - Distribution Frame	Wire and remove jumpers on distribution frame.
C1388	Maintenance - Power	Operation and maintenance of central office power plant, including control panel, rectifiers, battery, converter/inverter plant and emergency AC alternator plant; maintenance of power logs. Uses required safety procedures.
C1389	Maintenance - Transmission	Operation and maintenance of transmission facility equipment such as microwave radio, coaxial cable, lightguide and broadband multiplex (MMX, LMX, etc.)
C1390	Maintenance Administration	Shorts and opens on cable pairs and lens, and puts shoes up.
C1394	Manual Transmission Knowledge	Ability to drive a motor vehicle with a manual transmission.
C1395	Map Reading	Ability to read maps in going from one location to another.
C1398	Marketing Service Orders Knowledge	Provision Centrex and DID customers. Work from marketing service orders.
C1400	Material Coding	Coding and editing of all material on job prior to input to database.
C1401	Material Control Operations	Performs assigned tasks in areas such as receiving, storeroom, toolroom, packing and shipping. Requires physically handling, checking and transporting materials.
C1405	Math Knowledge - Basic	Demonstrates an ability to perform basic mathematical computation (addition, subtraction, multiplication, division).
C1407	Measurement Verification	Ability to verify units of physical property and other company assets.
C1408	Measuring Devices/Meters Knowledge	Understands and can effectively use the various measuring devices and meters for installation, maintenance or repair functions.
C1412	Mechanical Layout	Production of a drawing or a computer aided design file that contains scaled and dimensioned 2D or D representation of hardware. Examples may be printed wiring board card cages, racks, front/back panels, enclosures, connectors, etc.
C1413	Mechanical Media Equipment Knowledge	Understands and can operate various media equipment such as IBM composers, photo-typesetters, cameras, etc.
C1415	Medical/Legal Reports Knowledge	Understands the various medical and legal reports associated with company operations and can take the required steps of processing, referral or filing.
C1417	Meeting Deadlines	Able to work with short notice or timeframe in order to meet deadlines. Ability to complete tasks under pressure.

Skill Code	Skill Label	Skill Description
C1418	Message Circuit Layout Design	Design the circuit layout in TIRKS for message circuit. Issue message circuit WORD document.
C1419	Message Investigation Recovery Knowledge	Ability to interact with MIC for analysis and investigation.
C1420	Message Trunking Hierarchy Knowledge	Understands the hierarchy associated with message trunking and works within a framework to install, maintain or repair equipment.
C1422	Metalworking	Performing work associated with sheet metal, welding, etc.
C1423	Microcomputer Application	Develops new and innovative microcomputer applications.
C1424	Microfiche Duplicator/Collator Knowledge	Ability to use the Bruning Microfiche Duplicator/Collator machine.
C1426	Microfiche Processor Knowledge	Effectively uses microfiche processor to develop roll film.
C1429	Microfilm/Microfiche Equipment	Maintain and operate various types of microfilm equipment which includes interacting with on-line utility, personal computer and tape drive that produces microfiche media.
C1430	WORD Knowledge	Understands the functions and applications of the WORD system.
C1433	Minicomputers Knowledge	Understands the use of minicomputers for installation, acceptance, corrective or preventive maintenance.
C1434	Monitoring Skills	Ability to listen to customer and Operator interaction, while observing key actions and screen displays and recording pertinent details. Conducting observations in parallel or from a monitor position. Knowledge of Monitoring Agreement and CPUC Decisions.
C1435	Motor Vehicle Dispatch	Keep track of vehicle usage; process pool orders into terminal; put gas report into terminals; take and keep track of reservations; monthly mileage report; trace parking citations.
C1437	Motor Vehicle License	Possess valid California/Nevada driver's license
C1438	Motor Vehicle License (Class A)	Possess a valid California/Nevada Driver's License (Class A) which includes passing a California/Nevada State Physical Exam. Be able to drive large trucks, pull trailers and have a knowledge of air brakes.
C1439	Motor Vehicle Parts Knowledge	Understands and recognizes the various motor vehicle parts for service and ordering purposes (includes air-conditioning, hydraulic and electrical systems).

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1441	Motorized Support - Mechanic	Perform all preventive maintenance on company motor vehicles, including tune-ups, oil changes, etc.
C1442	Motorized Support - Mobile Mechanic	The ability to make emergency and road-side repair.
C1443	WORD Document Knowledge	Ability to read various types of equipment, cable pairs, facility, LCIE termination and DSX locations on WORD documents. May have to distribute, coordinate, process and interpret a mass amount of WORD documents all day.
C1444	Multiple Focus	Manages a large number, i.e., 10-15 different and often conflicting objectives, projects or activities at one time. Also maintains a clear sense of priorities and a vision of the larger picture.
C1445	Negotiate Address Solutions	Ability to negotiate address solutions with the County E911 coordinators, city and county planning departments, and other Pacific Bell workgroups.
C1446	Network Distribution Knowledge	Understands the network distribution systems such as WATS, TWX, DATA and others, and can perform basic service support functions within each.
C1447	Network Engineering Knowledge	Understands and can use engineering printouts and documentation to perform the required service support functions.
C1448	Network Protocol	Expertise in specific protocol from network to application layer including SNA-SDCC x.25, BSC, DDCMP, ASYNC, V.35, RS232, TCP/IP, SMDS, ATM., test, troubleshoot and insure standards are met. May also devise emulation and test program using same.
C1454	Office Automation Management	Ensures that necessary support equipment is functional and available.
C1455	Office Equipment Operation	Understands and is able to use office equipment such as: VDT's, fax, copiers, adding machines, microfiche, calculators, etc.
C1460	Provision Records	Provision and maintain office records (tracking, routing & charging).
C1462	Office Trunk Requirements Knowledge	Pulls office trunk requirements for all offices via OTIS.
C1465	Operations - Facilities	Works with power, carrier, analog/digital radio, coaxial/fiber cable and their related systems. May also include DACS, 4ESS, 5ESS, STP, NCP, TSP, etc. (DMS 100).
C1467	Operations - Private Line	Interfaces with customer to provision private line data and maintains service integrity to satisfaction of the customer.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1468	Operations Satellite	Works with analog/digital earth station radio frequencies, basebands and related equipment. Also includes satellite antennas, telemetries, tracking, spacecraft controls and other related systems.
C1469	Operator Services Knowledge	The ability to perform a variety of customer needs, i.e., Number Referral Service, Pacific Bell Calling Card Bureau, Coin Telephone Credit Center, Pacific Bell Quote Service.
C1471	Service Order Preparation	Format, coding and preparation of the paperwork necessary to initiate a service order. May require use of computer terminal.
C1473	Service Order Processing	Entering, filing and/or completing service orders and facilitating expedient movement to next step; including routine orders and updating customers as requested. May involve use of computer terminal.
C1478	Outside Plant Engineering Knowledge	Update/maintain various processes and programs (I.e., CAKL, EFRAP, LROPP, etc.). Prepares transmission studies, uses compasses, drafting machines, engineering scabs, etc., analyzes engineer's drawings; interprets, analyzes, posts and maintains records.
C1482	Painting	Preparing for and painting of company buildings. Painting of wallboards and vinyl wall coverings.
C1485	PC - Communication Software	Familiar with PC packages such as Quicktel, Crosstalk, Relay Gold, Remote, Network 0270, etc.
C1486	PC - Computer Aided Design	Familiar with PC packages such as: AutoCAD, DRAFIX or VERSA.
C1488	PC - Database	Familiar with PC packages such as Microsoft Access, File Maker Pro, Dbase, PC Focus or Professional File.
C1493	PC - Spreadsheet	Familiar with PC packages such as Microsoft Excel or Lotus 1-2-3.
C1497	PC - Utilities	Familiar with PC packages such as DS Backup, Norton Desktop, PC Tools, or Prokey.
C1498	PC - Applications Knowledge	Ability to use such PC applications as: Lotus, MultiMate, SIMPC, XTALK.
C1500	PC - Presentation Graphics	Familiar with PC packages such as: Persuasion, PowerPoint, CorelDraw, Windows Draw, PageMaker and Workstation.
C1501	PC - Word Processors	Familiar with PC packages such as Microsoft Word, Ami-Pro, Word Perfect or Samna Word.
C1504	Personnel Data Systems	Current experience and knowledge of the PDS system, S.I. 104, and general knowledge of payroll process.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1505	Personnel Services	Performs a wide range of service and clerical operations on a variety of personnel matters.
C1507	Photography - General	Location and studio photography in a variety of formats, including both portraiture and still life/product photography.
C1508	Phototypesetting	Formatting, letter styling and equipment operation to prepare documents.
C1510	PICS/DCPR Knowledge	Maintenance of PICS/DCPR Database for inside/outside plant equipment.
C1511	Plant Operations	Operates, tends or monitors machines, equipment or related service system facilities which provide water supply, waste treatment, electrical power, air conditioning, refrigeration, gases or similar plant services necessary for a manufacturing location.
C1512	Platform Safety Knowledge	Understands and follows pole and aerial platform procedures.
C1513	Plumbing Knowledge	Performing any work associated with installing, maintaining or repairing of plumbing. May require journeyman experience.
C1516	Policies and Procedures (Hazardous Waste)	Knows and follows Company policies on hazardous waste containment.
C1519	Policies and Procedures (Security)	Knows and follows Company policies and procedures regarding security sensitive environments, works under observation, handles keys and coins.
C1523	Postage Computation	Weighs and computes postage for all miscellaneous U.S. mail, including overseas mail.
C1524	Power Equipment	Ability to safely use and handle heavy duty power equipment pertinent to job area.
C1525	PREMIS Knowledge	Understands the function and applications of the PREMIS system.
C1529	Printed Wiring Board Layout	Produces a drawing or a computer aided design file from a circuit schematic diagram the physical size and location of electronic and mechanical components with interconnecting conductor.
C1530	Printer Knowledge	Effectively operates printers and printer interface equipment with direct access to a Central Multiprocessing Computer System.
C1531	Printing	Ability to mechanically create a multi-color image from photographic plate negatives.
C1532	Printing/Reproduction Process Knowledge	Understand the various processes available and is able to prepare artwork and write appropriate specifications and instruction for printing or photography vendors.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1535	Problem Resolution	Analyzing, evaluating and tracking system problems/troubles and equipment failures utilizing knowledge and skills to affect the final resolution.
C1539	Product Knowledge - CENTREX	Familiar with Centrex order processing and implementation.
C1540	Production	Perform duties associated with manufacture, rework, repair or refurbish of products. Includes, but not limited to manual, chemical and mechanical processing assembly, inspection, etc. Perform functions such as selecting material, parts and sub-assemblies.
C1548	Products and Services	Knowledge of types of products and services the Company provides and where to direct customers.
C1551	Program Troubleshooting	Using state-of-the-art audio test equipment, troubleshoot audio signals and repair equipment.
C1553	Programming Language - Other	Working knowledge of other programming languages (e.g. PL1).
C1554	Programming Priorities Knowledge	Effectively utilizes detailed knowledge of programming priorities in the performance of job including output priorities.
C1556	Projection Equipment Knowledge	Ability to use and understand A/V equipment system and performance standards. Ability to test and make minor repairs.
C1557	Proofreading	Efficiently proofreads written material, correcting/finding all or most mistakes.
C1561	Provisioning - Circuit & Facility	Assigning AT&T circuit.
C1562	Provisioning - Spare Parts & Components	Analyzing and interpreting all types of drawings, schematics, wiring diagrams, generation breakdowns and vendor manuals to determine spare parts requirements.
C1566	Public Utilities Commission Knowledge	Understands and can apply laws and guidelines of the PUC.
C1571	Quality Control - Graphics	Reviews product/work for graphic and aesthetic soundness, grammatical construction, format, spelling, abbreviation, punctuation, reference, nomenclature, consistency between text/illustration and how closely all of these meet client requirements.
C1574	RASC Knowledge	Understands and can perform RASC tasks and duties.
C1575	Read Blueprints	Able to read blueprints from the engineers. Also responsible for correcting cable footages on "Marked Prints" so the records are up-to-date and correct.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1577	Receives, Confirms Demand Orders	Receives routed OCS demand orders and is involved in the issuance of confirmation orders to the warehouse for OCS complex demand loads.
C1579	Record Keeping	Effectively creates and maintains accurate records concerning area of responsibility.
C1581	Records Maintenance	Keeps accurate records of maintenance/installation activity and may access various computer databases to update Company records.
C1582	Reference Materials Knowledge	Understands the various reference material that exist; how to access it, and how it applies to job duties specific to the opening.
C1584	Regulator Accounting	Knowledge of MR and FR basis accounting; understanding of off-book adjustments.
C1585	Remote Job Entry Terminal Knowledge	Effectively operates Remote Job Entry Terminal equipment for receiving output from a Central Multiprocessing Computer.
C1587	Repair Referral	Effectively receives requests for repair services and dispatches the appropriate individual or repair function.
C1588	Report Generation	The production of printed reports in a standard format and on a specified schedule, generally via a computer terminal; may involve the use of special computer software.
C1590	Report Preparation	Efficiently prepares various statistical and/or other reports in a way that is clear and legible.
C1594	Res. Consultant Specialist Knowledge	Understands and applies knowledge of COMMSTAR II, Intercom Plus, Remote Call Forwarding, Consolidated Billing, COMMSTAR, Customized Billing, Summary Billing, MCD, Caption Listing, KTS-Multi-Line Phones/Jacks, Preferential Bill Data, WATS/800 Service.
C1595	Research and Investigation	The ability to fact find and problem solve based on information gathered from one or multiple sources.
C1597	Results	Analyzes data, prepares results and investigates services related to statistics, sales trends, expense budgets and personnel forecasts.
C1598	Retirements	Retirement processing in PICS/DCPR.
C1601	RTOC Knowledge	Understands and can perform RTOC tasks and duties.
C1602	Safety Awareness	Knows and follows Company policy and procedures regarding safety. Maintains appropriate level of caution when working, lifting or handling potentially hazardous equipment or materials.
C1603	Safety Compliance	Complies with all safety and housekeeping standards.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1605	Safety - Underground Knowledge	Understands and follows safety procedures for working underground, i.e., vaults, sidewalk boxes, and communications closets.
C1606	Sales Administration	Preparation of all paperwork, including legal documents, associated with sales and/or orders of equipment and service.
C1607	Sales and Services	Interviews customers to assess needs; make recommendations of Company services which meet needs; fact finding to determine or investigate problems.
C1611	Schematic Drawings	Ability to read and interpret complex drawings and prioritize tasks to be done.
C1613	SDC Knowledge	Understands and can perform SDC tasks and duties.
C1614	Second Generation System Knowledge	Understands and can use second generation systems.
C1621	Service Denial	Issues orders for denial of telephone service for non-payment of bills.
C1622	Service Order Knowledge	General knowledge of the service order from a user standpoint.
C1623	Service Order Knowledge - Technical	Understand service order codes in relation to circuit/service design, implementation and/or installation.
C1626	Servicing Message Trunk Net Knowledge	Performs day-to-day administration of message network: analyze, evaluate and validate data from data collection devices via TSS and NAC reports and correct errors in the database. Examines current data and current trunk requirements.
C1627	SES	Monitor Central Offices for LATA service calls. When problem is observed, identify customer and equipment used (trunk group, etc.).
C1628	SES - CO Referral	Writes trouble tickets and refers it to the Central Office. May issue a formal challenge to the service observing bureau.
C1629	Shipping and Receiving	Classifying, rating and routing shipments. Receiving and checking of material from trucking companies. Carton counting and verifying received inventory. Involves lifting and may involve forklift driving.
C1630	Slide Show Presentations Knowledge	Ability to use and understand equipment, such as dissolve basis, slide/synchronized recorders. Ability to test equipment and make minor repairs.
C1632	Soldering Irons Knowledge	Repair soldering irons and use them on frame.
C1633	SORD Knowledge	Understands the functions and applications of the SORD system.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1635	IEC Project Coordinator	Coordinates major projects with IEC customers and attends interdepartmental planning and coordination committee meetings as applicable. Involved in CABS billing verification issues.
C1636	State Certification	The ability to qualify for state mandated licenses, i.e., smog, brake, headlight adjustment, air-conditioning, etc.
C1637	State Safety Regulations Knowledge	Understands state safety regulations as they apply to area of responsibility and performs duties within that framework.
C1640	Storeroom Attending	Effectively operates company store room including stocking of inventory and distribution/recording of supplies or equipment.
C1644	Supply Disbursement	Receives, directs and stocks non-stock materials to proper destination.
C1645	Supply Ordering	Ability to effectively order the necessary supplies for area of responsibility from internal and external vendors.
C1646	Supply Ordering Documentation	Codes and prepares non-stock requisitions (Forms P505 and GTP2).
C1648	Supply Status Confirmation	Reviews reports on supply or materials back orders or out-of-stock conditions. Helps resolve material shortages. Processes will-call and must ship confirming orders.
C1649	Switch Access	Access switches to retrieve information for customers and office data (troubleshooting customer trouble).
C1652	GEMSTAR Knowledge	Ability to understand and use GEMSTAR system.
C1654	Tape Library Knowledge	Effectively maintains and controls tape library.
C1655	Tariff Knowledge	Quotes Tariffs or appropriate reference material to customers and sets up appointments to complete work or make decisions with the customer.
C1656	Tariff Requirements	Knowledge of services and applicable tariff charges.
C1658	TDD Knowledge	The ability to use TDD systems to communicate and the ability to train customers how to use them.
C1661	Technical and Laboratory Support	Assist engineering personnel to fabricate, modify, repair and test experimental/developmental project using a variety of machines and electronic equipment.
C1662	Technical Illustration	Interpretation and artist rendering of technical material, e.g., electrical or mechanical apparatus, system and equipment.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1664	Telco Hold Orders	Handles Telco hold orders. Maintains up-to-date files for pending complex jobs.
C1665	Telemarketing Sales	Sales of products and services to customers via telephone; may also involve canvassing or interviewing to generate sales leads for other sales persons.
C1667	Telephone Equipment Knowledge	Ability to work with E-9-1-1, telephones, data sets, channel terminating equipment, etc.
C1670	Test Assistance	Assists outside Hi-Cap Field Work Group, TRCC, customers, or another central office on turn up or maintenance of T1, T3, T3C, T3D, T3E, T4C and T4E systems.
C1673	Testing	Performing, testing and troubleshooting of electrical and electronic circuitry.
C1674	Testing Procedures Knowledge	Understands and can perform the various tests associated with maintenance repair and/or installation, e.g., Mechanized Loop Testing (MLT), Main Distributing Frame (MDF) in or out tests, VDAS, TMS, and PM tests.
C1676	Testing - Toll	Performing testing and troubleshooting of electrical and electronic circuitry. (Utilize parts and various test equipment such as HP meters, (T-Comm), level tracers, lord detectors, etc.).
C1678	Third Generation System Knowledge	Understands and can use third generation systems.
C1680	Time Reporting	Processing hours worked, either manually or electronically. May include completing forms, coding and/or entering.
C1686	Tool Knowledge	Understands and uses the various tools required for building, maintenance or service support functions in an efficient and safe manner.
C1689	Tracking Systems Knowledge	Understands the use of tracking systems and employs the necessary steps to ensure proper functioning/maintenance.
C1692	Training Program Knowledge	Understands training program, classes and curriculum. Manages the schedule of instructors and classes.
C1693	Transcription	Transcription of information recorded on tape; involves use of typewriter or terminal.
C1695	Transmission Equipment Knowledge	Understands the various pieces of transmission equipment such as DACS, MET and DDS and can provide installation, repair or maintenance functions.
C1704	Trunk Requirements	Analyze data for current trunk requirements. Issue MTO per forecast and projects.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1705	Trunk Studies	Monitoring of local, Tandem 911 and IEC Trunk Groups. These studies are for trunk servicing, network separations, carrier access billing group and individual groups that study 911, IC, IEC and tandems.
C1706	Trunking - Analyze, Evaluate & Validate	Review reports for accuracy, issue trouble ticket, if necessary to NAC, MAC OR DMAC.
C1707	TSPS Trunks	Ability to monitor, interpret, and assign various types of TSPS trunks.
C1708	UCCI Knowledge	Effectively utilizes UCCI (Tape Management System) to prepare run sheets and set up job control card decks and magnetic tapes.
C1709	PC - UNIX/UTS System Operation	Familiar with the commands necessary to operate, control and monitor the UNIX/UTS operation system software, system control program and local network software.
C1712	Utility Program Knowledge	Sets up special runs using IBM and in-house utility programs (e.g., IBM Operating System Job Control Language).
C1714	Vehicle Inspection	Efficiently inspects company vehicles and keeps accurate inspection records on a daily basis.
C1715	Vehicle Inspection/Repairs	Efficiently inspects and repairs company vehicles, large, small, passenger, hydraulic-operated, etc.
C1716	Vehicle Maintenance	Efficiently inspects and performs housekeeping duties on assigned Company vehicles.
C1717	Vehicle Maintenance Knowledge	Understands maintenance procedures for vehicles including fueling, vehicle appearance (washing and polishing), tire repairs and changes, changes and lubrications, minor tune-ups, and mechanical work.
C1725	Video Troubleshooting	Analyze video signals and repair or replace equipment.
C1726	PC - VM System Operation	Familiar with the commands necessary to operate, control and monitor the VM Operation System Software, System Control Program and Local Network Software.
C1728	Installation - Voice/Data Communications	Install and maintain all voice/data communications, i.e. telephone sets, fax machines, dial up modems, LANS, controllers, etc.
C1729	Voice Data Acquisition Systems Knowledge	The ability to use VDAS with a transmission test set (TMS) keyboard and VDT to verify power levels.
C1730	Wire Cable Knowledge	Ability to perform wire cable transfers.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1732	Wiring	Remove insulation and position wire, assemble lugs and terminals, wrapping, mechanical attaching, soldering and dressing wires, cable and electrical conductors in apparatus and equipment to complete circuits according to models, drawings and diagrams.
C1736	Work Instructions Generation	Produces work instructions by performing a series of database transactions.
C1737	Work Order Processing	Receives, analyzes and distributes work order requests.
C1738	Work Order Processing - Graphics	Receives and analyzes "graphic work order requests". Produces artwork within graphics client's time frames.
C1741	Equipment Maintenance	Appropriately cares for the various pieces of equipment through necessary lubrication, cleaning, adjusting, etc.
C1743	Equipment Operation	Correctly operates teletype, microfiche, PCs and other equipment associated with storage, transfer and retrieval of information.
C1750	Efficiency Studies	Knowledge of efficiency measurements and computations, mechanics on taking AWT's and other efficiency studies.
C1755	Building Electrical and Mechanical	Previous work experience or training from an approved school in the repair and maintenance of building electrical and mechanical equipment.
C1756	Electrical or Electronics Background	Previous training or work experience in the electrical or electronics field or in computer maintenance and repair.
C1757	Commercial Art and Printing	Previous training or experience in commercial art. Must have knowledge of layout, design, illustration, lettering, typography, cartooning, caricatures, preparation of camera ready artwork, photography, graphic art procedures and printing processes.
C1758	Automotive Repair Electrical Systems	Previous training or work experience in automotive repair, alternating current and direct current electrical systems.
C1759	Hydraulic Systems Repair and Maintenance	Previous training or work experience in hydraulic systems and controls, maintenance and repair.
C1760	Mechanical and/or Electrical Field	Previous training or work experience in the mechanical or electrical field.
C1761	Mechanical/Diesel Equipment	Previous training or work experience in a mechanical field or operating diesel and/or gas operated heavy equipment.
C1762	Audio/Visual Equipment Knowledge	Previous work experience or training in audio/visual equipment. This includes knowledge of equipment, systems, performance standards and techniques for recording, special effects, editing, production, audio, and slide show presentations.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1763	Binary and/or Hexadecimal Systems	Previous training or work experience using binary and/or hexadecimal number systems.
C1764	Data Communications or Computer Maintenance and Repair	Previous training or work experience in data communications or in computer maintenance and repair.
C1770	Test Administration	Familiar with administration of placement tests, i.e., Serv. Rep. Tab, ESM Mini-Course, etc.
C1771	Photo I.D./Sign Up Administration	Familiar with all procedures necessary to generate Company photo I.D. and/or familiar with all sign up procedures for newly hired employees of the Company.
C1772	Staffing Data Systems	Familiar with staffing and employment systems such as NMPS, AUTS.
C1775	Pole Climbing - Stepped	Ability to climb stepped poles.
C1776	Pole Climbing - Unstepped	Ability to climb unstepped poles.
C1778	Translations Formatting	Ability to format switch translations for service provisioning. May use technical reference to assist in formatting.
C1779	Network System Software Knowledge	Understands and effectively uses detailed translation requirements of data switching technologies and can effectively perform the required software manipulation for provisioning and network routing.
C1780	MARCH Knowledge	Understands the functions and application of the MARCH system.
C1781	Grievance Knowledge	Working knowledge of all levels of the grievance process.
C1782	Arbitration Knowledge	Knowledge of the Arbitration process and maintaining case file from time received to resolution.
C1783	Unemployment Insurance Administration	Understand and interpret Unemployment Insurance Laws and precedent decisions. Evaluate, research, and resolve conflicting separation information with all levels of management. Process claims.
C1784	Machine Operator Housekeeping	Understands and uses various machines in daily tasks, i.e., buffers, vacuums, and carpet machines.
C1785	Microwave Radio/VHF Radio	Ability to install and maintain analog and digital microwave equipment and base station transmitters/receivers, mobile units. Knowledge of VHF radio interface equipment and antennas.
C1786	Motor Vehicle License (Class B)	Possess valid California driver's license (Class B).

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1787	Data Systems - Code 1-Plus Postal Database	Correctly interprets code 1-Plus database, understands and is able to reconcile address discrepancies.
C1788	EXECUSTAR Knowledge	Ability to understand and use the EXECUSTAR system.
C1789	5ESS Switch Maintenance	Effectively analyze, diagnose and respond to 5ESS maintenance events and execute proper steps for resolution.
C1790	5ESS Switch Translations	Logically make complex associations between 5ESS software tables, charts, assignments and documentation for routine/charging and trunking translations.
C1791	DMS 100 Switch Maintenance	Effectively analyze, diagnose and respond to DMS 100 maintenance events and execute proper steps for resolution.
C1792	DMS 100 Switch Translations	Logically make complex associations between DMS 100 software tables, charts, assignments and documentation for routine/charging and trunking translations.
C1793	1AESS Switch Maintenance	Effectively analyze, diagnose and respond to 1AESS maintenance events and execute proper steps for resolution.
C1794	1AESS Switch Translations	Logically make complex associations between 1AESS software tables, charts, assignments and documentation for routine/charging and trunking translations.
C1795	TNM (Total Network Management)	Understands the hardware and software architecture of the Starserver FT (fault tolerant) mini-computer used for the product Total Network Management.
C1796	Analog	Coordinates analog communications installations and changes. Isolates trouble on analog networks and implements work-arounds to restore access with representatives from corporate communications, field support, users and other data processing centers.
C1797	Digital	Coordinates DSO non-switched digital networks and implements work-arounds to restore access with representatives from corporate communications, field support, users and other data processing center groups.
C1798	CFC Certification	Possess valid EPA (Environmental Protection Agency) "Universal" Certification for proper refrigerant practices.
C1799	PAWS / Snappy CAB / DAMLS	Ability to input completion information using PAWS / Snappy Cab / DAMLS service order status tracking and completion systems.
C1800	Installation - Parabolic Antennae	Placing and aligning parabolic antennae up to 15 feet in diameter.
C1801	Installation- Transmission Line	Placing elliptical waveguide from 18 GHz to 4 GHz. Includes restraining and installation of connectors.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C1802	Installation - Dehydrators	Design, install and maintain waveguide air pressure systems. Includes repair of defective dehydrator units.
C1803	Rigging	The ability to rig loads in excess of 4000 using line pull and block loading formulas. Includes knowledge of various rigging knots and hitches.
C1804	Mechanical	Design and fabricate structures using ironwork and products like Unisrut. Includes field engineering and building skills that require a high degree of mechanical aptitude such as ironwork, carpentry, plumbing, welding, machinist and other similar construction trades.
C2000	Coaxial Cable	Familiar with trunk and feeder coaxial cable mechanical properties: center conductor, dielectric, aluminum sheath, flooding compounds, armor, outer jacket, bending radius; electrical properties: cable attenuation and frequency.
C2001	Outside Construction and Maintenance	Effectively installs new coaxial cable and fiber optic cable placing. Connection of coaxial cable and place associated equipment such as amplifier housings, taps and power supplies.
C2002	Read Broadband Maps	Ability to read and interpret broadband sign and strand maps.
C2003	Aerial Line Hardware	Places aerial line hardware, down guys, anchors and strand for coaxial and fiber cable.
C2004	Network Units	Places network interface units and performs cut-over of customer telephone.
C2005	NCTI Advanced Certificate/CATV	Possess National Cable Television Institute Advanced Communications Technicians Letter of Certification; or 4 years experience with CATV headend installation, maintenance and repair.
C2006	Amplitude Modulation and Single-Sideband Modulation	Effectively uses amplitude modulation principles; modulation index; sidebands and the frequency domain; amplitude modulation power distribution; single-sideband communications, frequency conversion.
C2007	Amplitude Modulator Circuits	Understands amplitude modulators, amplitude demodulators, balanced modulators, SSB circuits, mixers and converters.
C2008	Antennas and Transmission Lines	Has the understanding of transmission lines, antenna fundamentals and radio-frequency wave propagation.
C2009	Automated Spectrum Analyzer Basics	Ability to perform spectrum analysis; spectrum analyzer component overview; equipment set up procedures; RF and fiber testing applications.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C2010	Automated Spectrum Analyzer Testing	Ability to perform automated 24-hour FCC testing procedures: creating test plan; selecting tuner configuration and CSO/CTB system measurement; formatting RAM card; making programming and reviewing test.
C2011	Automated Video Baseband Measurements	Effectively use required equipment: vector scope; wave form monitor; video measurements set; equipment set up and operation; video testing procedures: FCC proof-of-performance testing; chrominance/luminance delay; differential gain; differential phase.
C2012	Communications Receivers	Understands the super heterodyne receiver, intermediate frequency selection, noise, typical receiver circuits, transceivers and frequency synthesizers.
C2013	Data Communications - Digital	Understands digital communications concepts, modems, protocols, error detection and has an introduction to networks.
C2014	Fiber Optic Communications	Understands light wave communications systems, fiber optic cables, optical transmitters and receivers.
C2015	Frequency Modulation	Understands frequency modulation principles; phase modulation; sidebands and the modulation index; frequency modulation versus amplitude modulation.
C2016	Frequency Modulator Circuits	Understands frequency modulators, phase modulators and frequency demodulators.
C2017	Microwave Techniques	Understands microwave in perspective, transmission lines, wave guides and cavity resonators; microwave semiconductors; microwave tubes and microwave antennas.
C2018	Multiplexing	Understands frequency and time division multiplexing and pulse-code modulation.
C2019	Radio Transmitters	Ability to use transmitters, linear amplifiers, class C amplifiers and frequency multipliers, impedance-matching networks and speech processing.
C2021	Satellite Communications	Understands satellite orbits, satellite communications systems, satellite subsystems, earth stations and applications overview.
C2022	Signal Combining	Effectively uses passive signal combining networks: splitters, directional couplers, taps, and signal combiners; active signal combining: combiner amplifiers, post amplifiers, and headend driver amplifiers; headend signal combining.
C2023	Signal Distribution	Understands trunk line systems, feeder line systems and drop line systems.
C2024	Signal Processing	Understands basic concepts; processing requirements; over-the-air broadcast television. Single-channel FM terrestrial microwave; TVRO satellite; FM off-air; local origination; commercial insertion; satellite stereo TV audio; data services; AML microwave.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C2025	Signal Processors	Effectively uses TV signal processors: specifications, input signals, block diagrams, theory of operation, selecting input and output frequencies, connections and setting output signal levels; FM stereo processor.
C2026	Signal Sources	Understands the radio frequency spectrum; over-the-air broadcast signals; microwave signals; satellite signals; locally originated signals; advanced technology.
C2027	Television Signal Analysis	Understands types and functions of synchronizing pulses, composite color video signal characteristics, sync pulse encoding, composite color sync generation, color television systems, television test signals and signal separation.
C2028	NCTI/Network/ Electronics Experience/Training	Possesses National Cable Television Institute (NCTI) Sys Tech Certificate, a certificate in electronics or 4 years experience with network (i.e., CATV, T-carrier, line repeater, Hi-Cap, digital access) communication, facilities inst., maintenance and repair or 4 years related electronics experience or training.
C2029	Alternating Current and Voltage	Understands AC terminology; wave forms; types of AC wave forms; quantifying alternating current; the sine wave; AC generator; advantages of alternating current and three-phase alternating current.
C2030	Amplifier Troubleshooting	Performs preliminary checks; no output; reduced output; distortion and noise; intermittence and operational amplifiers.
C2031	Analog - Tuned Signal Level Meter	Understands SLM features: operating controls, switches, components; calibration procedures; FCC tests and system measurements.
C2032	Cable Powering	Understands non-standby ferroresonant power supply: wave forms, AC output voltage, preventive maintenance; AC power insertion methods: power inserters, direct trunk amplifier powering and calculating amplifier voltages.
C2033	Capacitance	Understands terminology, basic capacitor action; voltage rating; unit o/c capacitance; determining capacitance; types of capacitors, schematic symbols; capacitors in DC and in AC circuits.
C2035	Computerized Automated Testing and Monitoring	Understands system testing: FCC testing capabilities; measurement options; CSC-16 location set up; multiple channel distortion measurements procedures; retrieving test information; system monitoring: RF and power supply parameters.
C2036	Electronic Control Devices and Circuits	Effectively use the silicon-controlled rectifier; full-wave devices; feedback on control circuitry and troubleshooting electronic control circuits.
C2037	Fiber Construction and Maintenance	Understands and can perform construction practices; fusion splicing; mechanical splicing; restoration techniques; troubleshooting tools, and test equipment.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C2038	Fiber Optics	Understands and can perform fiber optic fundamentals: light characteristics, fiber optic cable, transmitters, receivers, and passives: CATV fiber construction.
C2039	Inductance	Understands characteristics of inductance; unit of inductance - The Henry; factors determining inductance; types and ratings of inductors; inductors in DC circuits; ideal inductors and real inductors in AC circuits.
C2040	Instruments and Measurements	Understands and uses a digital MultiMate; meter movements; analog ammeters; analog voltmeters; meter loading; analog ohmmeters; insulation testers, etc.
C2041	Power Supplies	Understands power supply systems; rectification; full-wave rectification; conversion of RMS. Understands values to average values, filters, voltage multipliers, tripple and regulation; Zener regulators, troubleshooting and replacement parts.
C2043	Regulated Power Supplies	Understands open- and closed-loop voltage regulation; current and voltage limiting; switch-mode regulators; troubleshooting regulated power supplies.
C2044	RF Directional Couplers and Power inserters	Understands the RF directional coupler: types, mechanical and electrical characteristics, theory of operation, application; RF power. Inserters: description, mechanical and electrical characteristics, theory of operation and application.
C2045	RF Line Splitters	Understands the types, mechanical characteristics, electrical characteristics, theory of operation and application of RF line splitters.
C2046	RF Trunk Amplifier Set-Up	Ability to apply types and considerations; activation: equalizer selection criteria, attenuator selection criteria slope and gain control adjustment procedures.
C2048	Signal Leakage Analysis	Understands equipment requirements, calculating CLI, reporting system signal leakage, reading signal leakage maps and preventing/repairing signal leakage.
C2049	Signal Leakage Basics	Understands signal leakage overview: causes and consequences, aeronautical frequency interference, FCC regulations, calculating signal leakage field intensity; signal leakage detection equipment: operating characteristics.
C2052	System Measurements	Understands FCC testing requirements: types of test equipment, testing procedures: aural carrier center frequency, visual and aural carrier signal levels, amplitude characteristic and carrier-to-noise ratio.
C2053	System Sweeping/Testing	Ability to use broadband sweep systems, high and low-level, setup procedures, sweep system setup and operating procedures; system testing with integrated sweep/spectrum analyzer systems.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C2054	Transformers	Understands transformer fundamentals; efficiency of transformers; loaded and unloaded transformers; transformer cores; types of transformers; impedance matching; transformer ratings; series and parallel windings; three-phase transformers.
C2055	Fusion and/or Splicing	Ability to fusion and/or mechanically splice, prepare fiber enclosure and fiber distribution panels.
C2056	Trouble Correcting	Effectively identifies, isolates and corrects trouble in the system or equipment through cleaning, adjusting or re-splicing.
C2057	Customer Support	Performs as the single point of contact for the Company in handling customer requests for service negotiation and trouble call resolution. Processes claims and adjustments and payment arrangements.
C2058	Customer Interaction	Ability to listen and respond to customers while typing into computer systems and inputting all aspects of a service request including: service activation, equipment installation, trouble isolation and repair, directory listings, and customer billing.
C2059	Trouble Reports - Analyze and Diagnose	Ability to accurately analyze and diagnose trouble reports and activation expectations.
C2075	Computer Network Architecture	Interpret the design and type of computer network topology including star, and token ring.
C2076	Hardware	Previous training or work experience with computer hardware (NIC, video cards, Modems, Hard drive, CD-ROMS, Memory) and PC configuration.
C2077	Internet Experience	Previous training or work experience with internet search engines and websites.
C2078	Software Installation	Previous training or work experience in loading computer software from CD or internet programs.
C2079	Internet Protocols	Previous training or work experience with Transmission Control Protocol/Internet Protocol (TCP/IP).
C3000	Centrex System/SPCS knowledge	Ability to format, type and verify complex and Centrex service order information for entry into Store Program Controlled Switches (SPCS).
C3001	Inform/PBOD/LFACS Knowledge	Ability to input completion information using INFORM, PBOD (service order status Tracking/Completion systems).
C3002	CESAR Knowledge	Ability to understand and use CESAR computer system.
C3003	Regulatory/Auditor Interaction	Interaction with Company auditors, regulatory bodies, e.g., CPUC, FCC and other departments in the Company.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C3004	Surplus Material Monitoring	Monitors surplus material and makes it available for reuse or AX sales (i.e., PBX systems).
C3005	Card Access Installation	Ability to plan and install Card access for Company buildings.
C3006	Security Building Blueprints	Ability to work with and verify building blueprints for gathering data and checking accuracy i.e. location of doors, windows, locks, etc.
C3007	Cooling/Heating Systems	Ability to maintain and operate air conditioning, ventilating and heating systems.
C3008	Payroll/Attendance Records	Ability to maintain payroll and attendance records.
C3009	Optistar Microfiche Knowledge	Ability to use Optistar Image Writer and Autotouch Finisher which processes and develops cut microfiche. The production/distribution process of mailing copies to users and ability to use PC viewers and printers to locate and store information.
C3010	Language-Spanish	Professional conversational fluency in Spanish.
C3011	Language-Cantonese	Professional conversational fluency in Cantonese.
C3012	Language-Mandarin	Professional conversational fluency in Mandarin.
C3013	Language-Korean	Professional conversational fluency in Korean.
C3014	Language-Vietnamese	Professional conversational fluency in Vietnamese.
C3015	Art Experience	Experience/training in preparing charts, graphs and freehand sketches and in doing hand lettering work.
C3016	DASC/V Experience	Six months satisfactory performance with Pacific Bell as a DA operator using DA Computer/Voice (DASC/V) system since 7-1-90.
C3017	Computer Operator Experience	Six months satisfactory performance with company as a computer operator (computer operations) or completion of training for Computer Operator (Computer Operations) or the equivalent of this experience/training in outside operations.
C3018	ASE Certification	ASE certification in automotive, truck, body repair and/or engine machines.
C3019	OA Operator Experience	Six months satisfactory performance with Pacific Bell in Operator Assistance since 7/1/90.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C3020	Marine and Mobile Operator Experience	Six months satisfactory performance with Pacific Bell handling independent companies requests and Marine and Mobile operator assistance requests.
C3021	Medical Assistance Certificate	Valid California medical assistance certificate.
C3022	Language-Tagalog	Professional conversational fluency in Tagalog.
C3023	Language-Ilocano	Professional conversational fluency in Ilocano.
C3024	Keypunch Experience	Training/experience as keypunch operator-certificate required.
C3025	Driving Large Vehicles	Experience in driving vehicles, up to 27,500 G.V.W., equipped with standard manual transmission.
C3026	Microwave Radio Experience	Microwave radio and VHF radio experience.
C3027	Language-Japanese	Professional conversational fluency in Japanese.
C3028	American Sign Language	Proficiency in American Sign Language.
C3029	4ESS Switch Maintenance	Effectively analyze, diagnose, and respond to 4ESS maintenance events and execute proper steps for resolution.
C3030	4ESS Switch Translations	Logically make complex associations between 4ESS software tables, charts, assignments, and documentation for routing and trunk translations.
C3031	DMS 200/TOPS Switch Maintenance	Effectively analyze, diagnose and respond to DMS 200/TOPS maintenance events and execute proper steps for resolution.
C3032	DMS 200/TOPS Switch Translations	Logically make complex associations between DMS 200/TOPS software tables, charts, assignments, and documentation for routing and trunk translations.
C3035	Network Monitoring/Control	Survey and implement reroutes on the switched message network using NTMOS. Effectively communicate to all levels and multiple workgroups during network events.
C3040	SCP/ISCP Maintenance	Effectively analyze, diagnose and respond to SCP/ISCP maintenance events and execute proper steps for resolution.
C3042	SS7 STP Switch Maintenance	Effectively analyze, diagnose and respond to SS7 STP maintenance events and execute proper steps for resolution.

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C3043	SS7 STP Switch Translations	Logically make complex associations between SS7 STP software tables, charts assignments, and documentation for routing, Global Title, Gateway Screening, and Link translations.
C3046	Annoyance Call Handling	Assist customers in the resolution of annoyance and harassing calls through advice and counsel and the effective use of trap and trace technology.
C3047	Subpoena Processing	Understanding and complying with valid legal process to obtain Company records. Often requires obtaining and briefing witnesses.
C3048	WORD Document Design	Perform the procedures necessary to create and design WORD documents using the TIRKS System.
C3049	BVAPP Knowledge	Understanding of BVAPP system and processes.
C3050	PC - DATA Troubleshooting	Analyzing, evaluating and troubleshooting of Data Communication equipment, PC software and PC hardware. Troubleshoot failures utilizing existing telecommunications testing procedures and PC skills to effect the final resolution for the customer.
C3051	Force Management	Understands the functions and application of the ACD (Automatic Call Distributor)/Looking Glass, Total View Systems to allow adjustment of schedules, pull reports and interface with Service Representatives via the Snapshot function of the EXECUSTAR application.
C3052	NCTI/NETWORK Service Technician	Possesses National Cable Television Institute (NCTI) Service Tech. Certification includes possessing basic characteristics/functions of the feeder distribution system activities & passives, fundamentals of cable powering/basic test equipment operations, signal leakage measurements, hardline coaxial cable/connectorization, fiber optics & study of electronic theory.
C3053	Nortel CPE/PBX	Candidate must possess work experience in Nortel customer provided equipment and PBX to include maintenance installation and repair of product line.
C3054	Underground Cable Identification	Correctly idenifies underground cable from records
C3055	Blueprint Reading	Able to read blueprints from the engineers.
C3056	Cable Tone	Attaches tone device to outside sheath of cable to send tone signal to locate and mark underground cable.
C3057	CISCO Router Configuration	Knowledge of CISCO router configuration either by training or experience.
C3058	CISCO Certification: CCNA	CISCO Certification: CCNA (CISCO Certified Network Associate)

SKILL CODE DICTIONARY

Skill Code	Skill Label	Skill Description
C3059	Voice Over Internet Protocol (VOIP)	The Telecommunications Industry Association (TIA) Convergency Technologies Professional (CTP) certification validates that an individual has the core knowledge and skills required by equipment manufacturers, their channel partners, and end-user to sell and service convergency technologies.
C3060	ARES OUTPUT TO LFACS (AOTL) to LFACS (System)	Understands the Function of AOTL and its relationship to the LFACS database.
C3061	Telcordia Transport Element Activation Manager (TTEAM) (System)	Understands the applications of the TTEAMS Exception Manager system.
C3062	Work and Force Administration (WFA) (System)	Understands the functions of the WFA system
C3063	High Capacity (Digital Service) - Outside Plant (OSP)	Understands the OSP assignment requirements for HICAP Service Orders, including the loop qualification process.
C3064	Subscriber Held order Tracking System (SHOTS)	Understands the applications of the SHOTS database.
C3065	SWITCH DATA BASE	Have knowledge and understands the SWITCH database
C3066	GRANITE DATA BASE	Have knowledge and understands the functions of the GRANITE database.
C3067	TIRKS DATA BASE	Have knowledge and understands the functions of the TIRKS database.