



JOB DESCRIPTION

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Job Title: Installation and Repair Technician
Department: Installation and Repair
FLSA Status: Non - Exempt
Reports To: Installation and Repair Supervisor
Approved By: Heath Bowen
Approved Date: 05.25.21

GENERAL PURPOSE OF JOB

Install, maintain, and operate all types of network communications equipment which includes routers, ethernet switches, wireless access points, IP Phones, ONTs and other equipment related to broadband, internet, data, and voice services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(May include but are not limited to the following. Other duties may be assigned)

- Actively encourages teamwork, open communication and cooperative interaction by promoting a positive work environment that reflects the company's mission, values and management goals.
- Performs routine testing and maintenance using various test and cable locating equipment.
- Provides basic analysis of testing results.
- Maintains assigned vehicle and work equipment.
- Understands and interprets standard telecommunication wiring color codes, connector pin assignments and the manner in which wires are dressed end-to-end.
- Interprets written requests, and coordinates work to be completed with customers.
- Interfaces with all departments in a professional manner.
- Cross trains in other areas within the department.
- Splices, tests and repairs copper or fiber cables and installs related equipment.
- Performs cutovers on copper and fiber plant.
- Coordinates projects with other departments and utilities.
- Provides excellent customer service to internal and external customers. Encourages cross training in other departments.
- Adheres to all OSHA safety regulations and use of Personal Protective Equipment (PPE).
- Troubleshoots Phone, and Internet services.
- Discuss company products with customers and upsell when applicable.

EDUCATION and EXPERIENCE

High school diploma or General Educational Development (GED) certificate. Related experience and/or training is desirable but not essential.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to communicate effectively with customers, employees and management. Bi-lingual in English and Spanish is desirable.

MATHEMATICAL SKILLS

Ability to add and subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rates, ratios, and percents and to draw and interpret graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER OPERATIONS

Basic personal computer skills including electronic mail, word processing, routine database, spreadsheets, graphics, etc.

PLANNING/ORGANIZATION

Ability to prioritize, handle multiple tasks and organize assignments simultaneously

OTHER TRAINING, CERTIFICATES, LICENSES, REGISTRATIONS

Valid drivers license issued by the state in which the employee resides.

CONTACTS

Work with all departments to assure that interaction between employees and departments meets the criteria of all departments involved. Communicate with customers and contractors.

PHYSICAL/ENVIRONMENTAL DEMANDS

PHYSICAL DEMANDS	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	—	—	<u>XXX</u>	—
Walk	—	—	<u>XXX</u>	—
Sit	—	—	<u>XXX</u>	—
Use hands to handle, or feel	—	—	—	<u>XXX</u>
Reach with hands and arms	—	—	—	<u>XXX</u>
Climb or balance	—	—	<u>XXX</u>	—
Stoop, kneel, crouch, or crawl	—	—	<u>XXX</u>	—
Push or pull	—	—	<u>XXX</u>	—
Talk or hear	—	—	—	<u>XXX</u>
Taste or smell	—	<u>XXX</u>	—	—

WEIGHT	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Lifting and/or carrying				
Up to 10 pounds	—	—	—	<u>XXX</u>
Up to 25 pounds	—	—	—	<u>XXX</u>
Up to 50 pounds	—	—	<u>XXX</u>	—
Up to 100 pounds	—	<u>XXX</u>	—	—
More than 100 pounds	—	<u>XXX</u>	—	—

WORKING CONDITIONS

Regularly exposed to outside weather conditions and/or indoor shop environment with adequate ventilation. May be required to climb poles and carry test equipment up to 50 pounds. Occasionally required to climb and/ or crawl into and work in tight spaces. Must be able to operate a motor vehicle. Bucket truck experience preferred.

PHYSICAL ACTIVITY LEVEL

Moderate to physical activity performing somewhat strenuous daily activities of a primarily product/technical nature.

MANUAL DEXTERITY

Manual dexterity sufficient to reach/handle items and work with the fingers.

WORK SCHEDULE/HOURS

Regular (40 hours per week) with a possibility of a weekend rotation. Also subject to call-out or assigned on-call basis which includes being able to respond to their reporting locations within 45 minutes if called to do so in any 24-hour period on any day of a 7-day week, subject to company policies. It is also possible that this job will be required to work fewer or more hours during any given week.

VISION *(Any or all will be required to perform the functions of this position.)*

- Close Vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Color vision (ability to identify and distinguish colors of telephone cable and fiber color codes)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

WORK ENVIRONMENT	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Work near moving mechanical parts	___	<u>XXX</u>	___	___
Work in high, precarious places	___	<u>XXX</u>	___	___
Fumes or airborne particles	___	<u>XXX</u>	___	___
Toxic or caustic chemicals	___	<u>XXX</u>	___	___
Risk of electrical shock	___	___	<u>XXX</u>	___
Outdoor weather conditions	___	___	___	<u>XXX</u>

NOISE

Moderate to loud noise levels (i.e.: business office with computers and printers, light traffic, heavy equipment)

TRAVEL

Minimal overnight travel (up to 10%) by land and/or air. Required to be able to travel by company vehicle to various property locations and job sites.