

INSTALLER/REPAIRER

Position Title: Installer/Repairer	Department	Service / Plant
Reports To: Service Manager	FLSA Status: Non-Exempt	

General Summary:

Installs, maintains and repairs all subscriber service offerings (Voice, Video & Data), maintenance of outside plant facilities and fiber optic network to the customer premise.

Essential Job Functions:

- Installs new subscriber services, installation of all wiring and necessary equipment to provide such services inside and outside the customer premise.
- Troubleshoot, maintain and repair existing subscriber services and outside plant facilities, by utilizing proper test equipment necessary to complete task. Technician will determine necessary repairs which may include fiber splicing, replacing fiber optic ONTs, NIDS, ground connections, running new wires, replacing jacks, broadband routers, IPTV set tops, VOIP technologies and equipment necessary for such service offering.
- Completes all Service Orders and Trouble Tickets via software application used.
- Communicate with customers to further determine problems and acceptable resolutions.
- Performs routine maintenance of all outside plant facilities.
- Schedules site visits with customer in order to provide accurate outside plant drawings for burying fiber optic cable and drops, as well as any and all other service offering quotes.
- Performs routine maintenance and cleaning on all test equipment, fiber optic splicer, hand tools and vehicle issued.
- Performs all other related duties as assigned by management. *

*These tasks do not meet the Americans with Disabilities Act of 1990 definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities:

- Knowledge of basic electronics, specification sheets and circuit diagrams.
- Knowledge of telecommunications plant equipment operations and maintenance.
- Knowledge of broadband services, broadband equipment and IP networking basics.
- Knowledge of local exchange distribution network facilities and PSTN functionality.
- Knowledge of RUS practices and standards.
- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Skill in operating service equipment including various hand tools and testing equipment.
- Ability to communicate with customers, co-workers and various business contacts in a professional and courteous manner.
- Ability to utilize and interpret software and documents such as maps, staking sheets, operation and maintenance instruction manuals.
- Ability to pay close attention to detail, exhibit thoroughness and competence.
- Ability to evaluate, test and repair sophisticated equipment.
- Ability to improve or redesign procedures for specific installation/repair problems.
- Ability to work independently and make sound technical decisions using information at hand.
- Ability to effectively function as a team player.

Education and Experience:

High school diploma or equivalent, plus two years of telecommunications schooling or equivalent work experience. Two years of experience in the installation and maintenance of telecommunication and broadband equipment also recommended.

Physical Requirements:

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to service orders and trouble reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to move about work site.			X	
Climbing/Stooping/Kneeling: Must be able to stoop, kneel and crawl to perform installations.			X	
Lifting/Pulling/Pushing: Must be able to lift at least 40 lbs.		X		
Fingering/Grasping/Feeling: Must be able to write, type and use phone system.				X

Working Conditions:

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Somewhat disagreeable working conditions due to the continuous exposure to one or more of the elements listed above. Exposed to one element continuously or several elements occasionally, but usually not at the same time.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.