

**Position Title: ILEC Technician (Installation, Repair & Maintenance)**

**Department: Field Operations - CHESTER**

**FLSA Status: Non-Exempt**

**Reports To: Director-Field Operations**

**General Summary:**

Installs and repairs telecommunications cable, including fiber optics. Installs, maintains and services customer premises equipment. Typically installs drop wires, station protectors and network interface devices and performs initial wiring or rewiring for new subscriber systems. May install and maintain multi-line key systems, private branch exchanges (PBXs) and other unregulated equipment. Uses test instruments to validate service levels. All functions will be performed to meet Engineering and Company standards.

**Essential Job Functions:**

- Installs new services and equipment for subscribers by installing drop wires, station protections and network interface devices, to include set top boxes and cable modems.
- Wires new systems using appropriate tools.
- Installs and maintains equipment including Cable TV, DBS, wireless services, etc., to include CATV aerial drops and FTTH from pole to residential/business structure. Often involves entering attic spaces and/or crawlspaces. *Must be willing to enter small spaces.*
- Splices cables, measures signal strength using electronic equipment.
- May install and maintain key systems and associated equipment including automatic answering devices, facsimile terminals, coupling devices, automatic dialers and paging and intercom systems.
- May use bucket trucks or climb poles or ladders to access specific areas to string lines or install equipment. *Must be willing to work from various heights.*
- Lays underground cable in trenches or through conduits.
- Inspects or tests lines or cables to assess transmission characteristics and locate faults.
- Responsible for proper maintenance of tools or test equipment.
- Maintains and repairs existing equipment by using test sets to locate line trouble. Determines necessary repairs which may include repairing wiring, station protectors, ground connections, running new wires and replacing jacks, lids and pedestals as needed.
- Completes all installation and repair related forms and reports.
- May confer with customers to further determine problems and acceptable resolutions. Also discusses installation options with customers.
- Will be required to work outdoors in all weather conditions.
- MUST possess and maintain a valid driver's license. A clean or acceptable driving record is required. DOT Medical Certification is required.
- Will participate in team's ON CALL rotation which may include nights, weekends and holidays.
- May be required to perform duties after normal business hours – (overtime).
- 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 personal computers and basic problem solving skills related to such.
- Knowledge of basic electronics, specification sheets and circuit diagrams.
- Knowledge of telecommunications plant equipment operations and maintenance.
- Knowledge of local exchange distribution network facilities.
- 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 co-workers and various business contacts in a professional and courteous manner.
- Ability to read and interpret documents such as maps, staking sheets and operating and maintenance instruction manuals.
- Ability to pay close attention to detail.

- 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 required. One - Two years of telecommunications schooling or equivalent work experience in the installation and maintenance of telecommunication equipment preferred. MUST possess and maintain a valid driver’s license. A clean or acceptable driving record is required. Will be required to maintain DOT Medical Certification.

**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 50 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. Will participate in team’s ON CALL rotation which may include nights, weekends and holidays. May be required to perform duties after normal business hours – on short notice.*

**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.