



Position Title

Field Services Technician (Installation/Repair/Maintenance)

About the Company

Headquartered in Chester, SC, TruVista is a 125+ year old leading provider of Broadband services and associated applications in the Midlands Region of South Carolina and northern Georgia. TruVista offers residential customers Broadband services up to a Gig symmetrical and Multi Gig services for business customers. Additionally, the company provides applications such as Hosted Voice, Internet Protocol Television ("IPTV"), Security and Wireless Services. TruVista's commitment to innovation, investment in technology and the utilization of its talented people is resulting in continuous expansion of its footprint and growth of its Broadband customer base. Throughout this growth, TruVista remains committed to being involved locally and building relationships throughout its markets; believing success is best measured by the progress of the communities served.

Position Summary

The Field Services Technician 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. Will operate a company vehicle, daily. Will be required to meet DOT standards to include Medical Certification. CDL is not required.

Responsibilities and Duties (not all inclusive)

- 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 may be 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.*

Minimum Requirements

- 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 operate a company vehicle in a safe and respectful manner.
- 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/Training

- High school diploma or equivalent required.
- One - Two years of telecommunications training or equivalent work experience in the installation and maintenance of telecommunication equipment **preferred**.
- MUST possess and maintain a valid driver's license, with a clean or acceptable driving record.

Additional Requirements:

- Must possess and maintain a valid driver's license and clean driving record.
- Must undergo pre-employment background check to include Criminal, Credit, and Driving History – results must be acceptable
- Must remain in compliance with any federal/state regulations, as well as TruVista company policies and regulations

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.



PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to service orders and trouble reports and operate a vehicle.				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.*

Benefits

Comprehensive benefits package includes medical, dental, life insurance and vision coverage, 401k savings plan with company match, paid vacation and holidays, and many more excellent benefits.

FLSA and Employment Status

Non-Exempt, Full Time

How to Apply

Complete an online application at www.truvista.net/careers. Resumes may be submitted to employment@truvista.biz – please list the position title in the subject.

Note: All applicants are considered for all positions without regard to race, religion, color, sex, gender, sexual orientation, pregnancy, age, national origin, ancestry, physical/mental disability, medical condition, military/veteran status, genetic information, marital status, ethnicity, alienage or any other protected classification, in accordance with applicable federal, state, and local laws. By applying for this position, you are seeking to join a team of hardworking professionals dedicated to consistently delivering outstanding service to our customers and contributing to the financial success of the organization, its clients, and its employees. Equal access to programs, services, and employment is available to all qualified persons. Those applicants requiring accommodation to complete an application and/or interview process should contact a management representative.