Service Technician 

# **Job descripton**

The Service Technician, under limited supervision, performs preventative plant maintenance, outage restoration, signal level balancing, troubleshooting and repair for broadband two-way residential and business commercial services for cable television and high-speed internet, including but not limited to fiber nodes, trunk amps, power supplies and plant distribution amps.

**RESPONSIBILITIES**

* Troubleshoot and repair fiber, trunk and distribution problems associated with power levels, RF, AC and DC on the forward and reverse plant.
* Perform preventative maintenance of power supplies, plant electronics and physical plant components.
* Participate in performing 24-hour FCC Proof of Performance Test.
* Perform routine balancing, alignment and adjustment of plant equipment used to amplify and process signals, including but not limited to fiber nodes, trunk amps, power supplies and plant distribution amps.
* Repair signal leakage and participate in system’s on-going CLI monitoring/repair program.
* Perform the duties of a Service Technician, when needed, to troubleshoot and repair customer cable or high-speed internet services from plant distribution amplifier/line extender to the applicable customer premises equipment (CPE) (i.e.: TV set, Cable Modem, Set Top Converter, DVR, etc.…) for residential and/or commercial dwellings, including the repair, replacement, installation of aerial & underground drops, interior wiring, splitters, mini-amps, connectors and drop splices.
* Participate in scheduled on-call (stand-by) duties for providing technical repair and system maintenance during non-business hours. Work weekends and overtime as requested by supervisor to meet the needs of company and customers.
* Maintain daily records, logs, receipts and other necessary documents.
* Maintain a clean, secured and properly stocked assigned company vehicle.
* Perform all assigned duties in compliance to company policies, specifications and those applicable to the requirements of OSHA, FCC, NEC and local ordinances.
* Provide customer feedback, promote & sell company services. Maintain an appropriate and professional image with the community through appearance, demeanor, driving habits and quality customer interactions at all times.
* Perform other duties as assigned/requested by supervisor to achieve company goals and objectives.
* Knowledge of appropriate testing equipment (e.g. spectrum analyzer, signal level meters, TDR’s, cable line toners, ohm meters, CLI detection meters, etc.)
* Knowledge of National Electric Code and National Electrical Safety Code
* Ability to perform all splicing and equipment configuration on different coaxial cable sizes and on fiber optic
* Ability to read and comprehend system design prints

**NECESSARY SKILLS**

Mathematics, dexterity, communication, problem solving

**EDUCATION**

* High School, Technical School or Community College
* Minimum of 3 years as CATV Service Tech or related technical experience

**LICENSES / CERTIFICATIONS:**

* Valid Florida Driver’s License and satisfactory driving record

**WORKING CONDITIONS**

* Work indoors in poorly ventilated areas such as attics during extreme heat
* Exposure to dust, dirt, noise, insects, cleaning solutions
* Work outdoors in all kinds of weather and at all times of day or night
* Wok performed near power lines and electricity

**PHYSICAL REQUIREMENTS**

* Standing, Walking, Sitting, use of hands to fingers, handle or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, speak or hear, taste and smell
* Ability to read, write and speak English
* Ability to lift up to 30 pounds or more

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