

**Job Title: SERVICE TECHNICIAN
Reports To:** Technical Supervisor

**FLSA Status:** Non-Exempt

**Department:** Operations

**Benefit:** Eligible

**The Low Down:**

Under limited supervision, perform troubleshooting and repair customer cable or fiber for high speed internet services customer premises equipment (CPE) (i.e.: TV set, Cable Modem, ONT’s, Set Top Converter, DVR, etc.…) for residential and/or commercial dwellings, including the repair, replacement

**What your day will look like:**

* Perform troubleshooting and repair customer cable or fiber for high speed internet services customer premises equipment (CPE) (i.e.: TV set, Cable Modem, ONT’s, Set Top Converter, DVR, etc.…) for residential and/or commercial dwellings, including the repair, replacement, installation of interior wiring, splitters, mini-amps, connectors and drop splices.
* Participate in scheduled on-call (stand-by) duties for providing technical support in repairing phone and internet 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. , signal level meters, TDR’s, cable line, fusion splicer, PON meter ,toners, ohm meters, CLI detection meters, etc.)
* Knowledge of National Electric Code and National Electrical Safety Code
* Repair signal leakage and participate in system’s on-going CLI monitoring/repair program.
* Special Projects as assigned

**General Qualifications:**

Must be able to read, write and speak English, ability to effectively present information and respond to questions from customers and technicians.

* High School Diploma or equivalent
* Minimum of 3 years as CATV Service Tech or related technical experience
* Valid Florida Driver’s License and satisfactory driving record

**Physical Demands/Working Conditions:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

* 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
* Work performed near power lines and electricity
* 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 lift up to 50 pounds or more

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.