

**Network Maintenance Technician**

**SUMMARY JOB DESCRIPTION:**

Under limited supervision, perform 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.

**DUTIES AND 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) (ie: 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

**MINIMUM QUALIFICATIONS (Knowledge, Skills & Experience)**

* Ability to communicate effectively to customer, using the English language, concerning the operation and use of company services/equipment
* Ability to lift and carry loads of up to 75 lbs.
* Ability to carry, climb and operate extension ladder, (approx. 28 ft high and 75 pounds)
* Ability to accurately measure distances, using tapes or other measuring devices
* Ability to differentiate between different sizes and colors of wires/cables
* Vision ability: close vision, peripheral vision, and ability to adjust focus
* Ability to work in tight spaces, including attics, crawl spaces and other areas requiring installation or repair of cables/equipment by bending, reaching, twisting
* Ability to perform job from high places (i.e. poles, ladders and roofs)
* Ability to adhere to Local, Federal regulations and Company policies
* Ability to drive Company vehicle in a safe and responsible manner
* Ability to operate appropriate computer or test equipment associated with position
* Ability to prioritize and organize effectively
* Ability to use the required and assigned hand tools, including electric drills, hammers, wrenches, screwdrivers in the installation and repair of company services to the customer
* Ability to walk over all types of terrain in all kinds of weather while carrying tools and equipment, including ladders, cable reel and fully loaded tool belts
* Ability to work independently
* Ability to work while standing 50 - 70% of the time
* Ability to work with small components and wires to make cable connections
* Ability to comply with all Company implemented safety procedures
* Ability to demonstrate courtesy and patience in customer relations
* Knowledge of basic mathematics and electronics
* Knowledge of Company products and services
* 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

**EDUCATION:**

* High School Diploma or equivalent
* Minimum of 3 years as CATV Service Tech or related technical experience

**LICENSES / CERTIFICATIONS:**

* Valid Florida Drivers 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 the day or night
* Work and travel in inclement weather
* Work performed near power lines and electricity

**EDUCATION:**

* High School Diploma or equivalent
* Minimum of 3 years as CATV Service Tech or related technical experience

**LICENSES / CERTIFICATIONS:**

* Valid Florida Driver’s License and satisfactory driving record