

Installer Technician

Job Description

SUMMARY

Under direction, performs field work, customer service and efficient installation, repair and reactivation of individual subscriber Cable TV & Broadband Services; and performs other related work as assigned.

PRIMARY RESPONSIBILITIES

Employee is directly responsible for installing CATV and Internet services and equipment. Performs wiring of buildings; troubleshooting services from Home to Node; adjustment and programming of customer equipment; Performs wiring of buildings; leakage monitoring; cable locates; maintaining vehicle and truck stock; On Call Duty. Assists with aerial and underground construction, HE operations, system maintenance and other assigned tasks. Operate and be thoroughly familiar with a variety of test equipment such as; various Signal Level Meters, Volt/Ohm meter (VOM), Gas Detector, and Hand/Power Tools SLM, VOM, Gas Detector, and a variety of hand and power tools. Be familiar with Spectrum Analyzer operation. Performs all of the above items in accordance OSHA Standards and reports all unsafe conditions.

OTHER RESPONSIBILITIES

This list is an example of duties that may be performed and is not inclusive of all duties.

1. Performs all duties associated with Installer position.
2. Troubleshoots and repairs subscriber television reception problems from television set to the RF Amplifier.
3. Troubleshoots and repairs subscriber broadband problems from the cable modem to the RF Amplifier.
4. Monitors the plant while driving from job to job for signal leakage; documents, repairs & informs technical supervisor of problem areas as indicated by the "Sniffer" gear in the truck.
5. Performs underground and aerial construction of CATV systems.
6. Assists with plant testing and maintenance.
7. Performs additional duties as assigned.

DISTINGUISHING FEATURES

This is the first level in Americable Cable Technician Certification program that performs a variety of work in the installation and maintenance of cable subscriber services, and is distinguished from the higher-level Service Technician, System Technician and Chief Technician by performing less complex maintenance and troubleshooting.

ADDITIONAL ABILITIES

Ability to proficiently operate CATV installation tools, equipment, and a two-way radio; climb utility poles, carry ladders, and heavy equipment safely in all types of weather; safely drive, lift and carry equipment; interpret computerized data; apply established Americable policies and procedures; maintain accurate records; understand and carry out oral and written instructions and work independently; organize material, tools and equipment and to train and advise entry level technicians use initiative and judgment seeking guidance for situations where standard procedures may not apply; communicate effectively; and establish and maintain effective working relationships with the general public and co-workers; respond to system outages quickly and solve and repair technical problems with customers and technicians through effective communication.

KNOWLEDGE AND SKILL REQUIREMENTS

Basic reading, writing, and arithmetic skills required. This is normally acquired through a high school diploma or equivalent. Coursework in basic electronic and electrical theory, and completion of NCTI Installer and Installer Technician course or equivalent.

Thorough knowledge of electronics and electronic theory, wiring, safety and safe working practices and procedures; industry accepted CATV installation procedures and proper workmanship standards, and building materials and structures; Working knowledge in the use of various tools and equipment; familiarity of OSHA, FCC and CLI regulations and specifications; cable product, programming choices, prices, city and map reading, radio procedures, and basic mathematics. Knowledge of first aid and CPR is desirable.

OTHER REQUIREMENTS

Must possess a valid State Side driver's license and be able to successfully complete the USFJ Form 4 Driver's License class or posses a USFJ Form 4 Driver's License.

Lift and carry up to 75 pounds, dig, crawl, stoop and stand.

MATERIAL AND EQUIPMENT DIRECTLY USED

(signal level meter, signal leakage detector, cable locator, VOM, other test equipment, and a wide variety of hand and power tools including screwdrivers, pliers, shovels, ladders & drills).

Working hours are: 07:30 – 16:30 daily.