

Job Description

Installation Technician – Entry Level

FLSA Status: Non- Exempt

General Definition of Work

The position is responsible for Fiber to the Premise Installations.

Essential Functions

The following functions are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Perform Fiber-to-the-Premise (FTTP) installation.
- Develop a working knowledge of underground fiber networks.
- Install drops from the service terminal into the home, placing Network Interface Devices (NID), extending the fiber into the premises, and deploying network equipment for optimal Wi-Fi experience.
- Diagnose, troubleshoot, and repair broadband services using support applications and technical expertise.
- Troubleshoot customer Wi-Fi, WAN/LAN connection issues.

Knowledge, Skills, and Abilities

- Any experience installing, configuring, and troubleshooting customer premise fiber and subscriber routing equipment is a plus, but training on this infrastructure will be provided.
- Familiarity with terminating connectors, general construction fasteners, cabling, low voltage wiring and use of related hand and power tools for such installations is also a plus, however some need for technical training is expected.
- Efficient utilizing tools such as personal computers, general office systems like printers, scanners and copiers and productivity software.
- Ability to work independently and safely, exercising sound judgement and the importance of properly escalating issues when necessary.
- Understand and adhere to detailed policies, procedures, adhere to Federal, state, county and FiberLync policies and regulations.
- Comprehend job-related instruction materials.
- Establish and maintain effective working relationships with colleagues, the public, vendors, and members of the business community.
- Excellent verbal and written communication skills
- Ability to keep commitments to customers, suppliers, and other team members
- Effective problem solving with facts and drive for common goals and priorities to leverage diversity of opinion

- Knowledge of basic **electronics** and ability to perform simple **math**, accurately measure and calculate distances.
- Ability to operate electronic testing equipment (e.g., light meters, cable testers, ohm meters, etc.)
- Comfortable working in tight spaces, in attics and crawl spaces, and areas requiring bending, reaching, twisting; accustomed to working at heights on adjustable or extension ladders.
- Distinguish purpose and usage of fiber, wires and cabling of varied sizes, composition, and color.
- Utilize a GPS unit

Education and Experience

Applicants should have a high school diploma or a GED. Post secondary training or work experience may be considered equivalent to minimum education requirements. Certification in the operation of a forklift is not necessary but would be considered a plus.

Physical Requirements

- This work requires the frequent exertion and lifting up to 20 pounds of force and occasional exertion of up to 100 pounds of force; work regularly requires prolonged walking, standing, or sitting; requires using touch to handle, feel, push and pulling delicate wire or cable; work has no special vision requirements but does require speaking and hearing; vocal communication is required for expressing or exchanging ideas and conveying detailed information to others; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, and observing general surroundings and activities; work has occasional exposure to outdoor weather conditions through necessary fieldwork; work is generally performed in a moderately noisy location (e.g. business office and private homes,
- Ability to carry, climb and operate extension ladder, (approx. 28 ft high and 75 pounds)
- Ability to work while standing 40 - 50% of the time
- Ability to walk over all types of terrain in all kinds of weather while carrying tools and equipment, including ladders, and fully loaded tool belts
- Ability to work with small components and wires to make cable connections
- Work indoors in poorly ventilated areas such as attics, crawl spaces during extreme heat

Special Requirements

- Possession of a valid Commonwealth of Virginia driver's license with an acceptable driving record.
- May require periodic work beyond normal work schedule.
- Designation as Essential Staff.
- Subject to pre-employment criminal background check.

Job Type: Full Time

Salary: \$17.00 - \$20.00 per hour

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- 8-Hour Shift
- Monday to Friday
- Weekend on call

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