Volcano Communications Group
Job Description

Job Title: Service Center: Universal Installation/Repair Technician
Department: Service Center: Installation and Repair
Reports To: Installation and Repair Lead Technician
FLSA Status: Nonexempt

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NOTICE: THIS JOB IS CLASSIFIED AS A SAFETY SENSITIVE JOB. PERSONS APPLYING FOR OR TRANSFERRING INTO THIS JOB MUST SUBMIT TO AND SATISFACTORILY PASS A MANDATORY DRUG TEST, AT THE COMPANY'S EXPENSE PRIOR TO HIRING OR TRANSFER.

This Company's subsidiaries provide essential services to the community. Essential services are services that are necessary, even during times of disaster. These services help to maintain the health, safety, and welfare of the community. During times of community, county, state, and/or national disaster, you may be required to report to work. You may be required to perform job functions that you do not regularly perform.

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SUMMARY

Installs, repairs and maintains telephone, fiber to the premise, small networks, telecommunications/data, cable television, IPTV, and wireless systems by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

This job is in a class which requires a high degree of safety sensitivity. Employees are required to be highly alert to potential safety hazards. Employees must fully comply with all safety requirements which includes reporting to work fully alert, sober and capable of working to accomplish job and company objectives.

Receives and responds, as instructed, to reports of customer service issues and/or needs. Tests cable and equipment to determine origin and source of service problems. Corrects service problem and restores service.

Proficient at using current test equipment, such as, but not limited to: TDR, OTDR, Power Meter, RF Meter, Visual Light Source, Scope and Volt Meter.

Possesses knowledge of fiber loss and causes at different wavelengths and distances.

Installs, connects, restores, changes, upgrades and/or disconnects services described above to customers' premises, including wireless AP sites.

Installs, connects, restores, changes, upgrades and/or disconnects, signal to customers. Trains customers regarding proper use of their equipment.

Has knowledge of all current offerings and special promotions. While working with customers, suggests selections that best meet customers' needs, emphasizing value added, such as quality, as well as utility.

Completes all work assignment in an prompt, efficient manner, without sacrificing quality, including updating job status through use of device or cell call.

Locates and marks plant, as assigned.

Completes, maintains and processes pertinent paperwork and records in an accurate and timely manner. Maintains integrity of physical inventories by recording all inventory transactions..

Assists co-workers in procedures which they are not familiar, both giving and receiving information.

Interacts and participates effectively with customers, vendors, managers and other employees. Affects positively the performance of other employees, including assisting co-workers, and working to accomplish job and company objectives.

The Company has set dress standards for each department that are commensurate with public contact involved in the position and specific job duties. This position is the first point of contact to the organization that many customers will make. Dress code and appearance is to be well groomed, tasteful, and professional.

Consistent and regular attendance of full time at least forty hours per week. Must be flexible with work shift scheduling and must be able to work overtime as requested.

Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES
This job has no supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE
Associate's degree (A. A.) or equivalent from two-year college or technical school; or two to three years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS
Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS
Valid and unrestricted driver's license.

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

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee will occasionally need to use the bucket truck and also climb poles. The employee will be occasionally need to carry ladders and climb in order to complete installs. The employee is occasionally required to sit. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to moving mechanical parts; high, precarious places; risk of electrical shock; and risk of radiation. The noise level in the work environment is usually moderate.