

FEDERATED BROADBAND

Broadband Installation and Service Technician Position Description

TITLE: Broadband Installation & Service Technician	DATE: June 2022
DEPARTMENT: Broadband Operations	
REPORTS TO: Broadband Operations Manager	EMP. CLASSIFICATION: Non-Exempt
SUPERVISES: None	DRIVER'S LICENSE REQUIRED: Yes

OBJECTIVE:

The Broadband Service Technician is responsible for providing excellent installation and customer service to the members of Federated Broadband as well as maintaining CPE (Customer Premises Equipment) as needed, ensuring that networks are operating correctly and identifying issues which may require changes or upgrades for optimal performance. The Technician must have the ability to install and troubleshoot both FW (Fixed Wireless) and FTTP (Fiber to the Premise) services and troubleshoot each accordingly.

RESPONSIBILITIES & DUTIES:

1. Performing and supporting fixed wireless and fiber maintenance and installations of all elements including but not limited to ONTs, subscriber routers, access points and subscriber units. Installs, maintains, and services customer premises equipment. May perform the installation of fiber drops, and network interface devices, and performs initial wiring or rewiring for new subscriber systems. May also work at the business office, configuring and/or repairing CPE (subscriber units, routers and other devices as requested). Communicates with Federated headquarters for connection assistance, new service request, and other applicable items.
2. Inspections for the purpose of ensuring services are consistently delivered to customers in a quality professional manner, reviewing work done by installers and technicians such as proper mounting of equipment, running, and fastening of cables, ensuring that wall penetrations are consistent with requirements at premises of the customers, etc. Reporting to Operations Manager during periodic checks.
3. Assists other areas of operation as needed with the installation, maintenance and operation of equipment and testing for the purpose of ensuring the safe and efficient operation of all company facilities. Tasks may include interfacing with contractors, customers, and other service technicians. Supports and contributes in all aspects to emergency fiber cuts as directed by the Broadband Operations Manager or General Manager.
4. May assist with performance monitoring of elements of fixed wireless system to assist with the planning and implementation of coverage and capacity growth necessary to provide

high quality products for both residential and commercial customers and to help facilitate business growth. Conducts site evaluations to select the optimal location for LOS (Line of Sight) for FW (Fixed Wireless) service.

5. Tests and “turns” up new equipment for the purpose of ensuring quality for customer service delivery and satisfaction. Tasks may include testing all aspects of install and cutover to new equipment, testing of existing equipment to ensure that equipment is working properly and to prevent future problems, etc. Reports to Broadband Operations Manager.
6. Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by Broadband Operations Manager will be performed to address unexpected situations or needs that may arise.

RESPONSIBILITIES:

This position requires the ability to complete work on an individual basis and to participate as a member of a team to complete tasks and engage in problem solving activities. Also, must relate well with others since information has to be obtained on occasion from others and informal training provided. Negotiation, persuasion, and diplomacy are required to deal with customers and other employees. Troubleshoot quality of service issues.

LATITUDE:

Most duties are assigned with some flexibility in arranging tasks to complete duties. Problem solving is accomplished in conjunction with the Broadband Operations Manager and requires extensive industry knowledge. Some decisions not effecting other departments can be made independently.

IMPACT OF POSITION:

Successful completion of essential job tasks ensures proper usage of labor, materials, and equipment, supports internal functions, and enhances customer satisfaction. Good decisions minimize loss to the company and enhance company success. Some errors are usually detected in the next phase of operations, while others could result in costs to the company including exposure to liability.

CUSTOMER SERVICE INTERACTION:

Daily phone, face-to-face, and written interaction with employees throughout the company to perform job functions. Customers and vendors are contacted daily by phone and by face-to-face interaction to perform job functions. Educates and advises subscribers on products on technical matters and recommends appropriate service offerings and/or configurations, and hardware installation location.

ESSENTIAL SKILLS & REQUIREMENTS:

Must be able to climb towers and work safely. Must be a self-starter with good reasoning abilities. Must be able to work safely at varying heights. Good time management skills are a must.

EDUCATION:

Technical training in the fixed wireless and fiber optic industry, manufacturers' certifications and similar training required. Some computer training helpful and to facilitate education of subscribers.

SKILLS:

- Technical
- Analytical
- Decision making
- Problem solving
- Written communication
- Oral communication
- Phone
- Math
- Computer

EXPERIENCE:

- Minimum 5 years in electronics / telecommunications / computers preferred.
- 2 years in fixed wireless technologies preferred.
- Minimum 3 years with CPE installations troubleshooting and maintenance, required, 5 years preferred.
- One year in Internet Protocol (IP) and networking preferred.

LICENSE:

- Valid MN driver's license and a good driving record required.

PHYSICAL:

- Occasional bending, carrying, squatting, twisting, and turning, and lifting to 70 pounds independently, required.
- Climbing towers to varying heights.
- Frequent visualizing of a computer screen required.

TRAINING:

- Training successfully completed when requested by company required.
- Ongoing training as required by the company.

WORK CONDITIONS:

Office environment and field conditions in all types of weather may be required.

Statements included in this job description are intended to describe the general nature and level of work performed by the employee(s) assigned to the job. The statements are not intended to be construed as an exhaustive list of responsibilities, duties, and skills required. Changes may occur at any time. The employee(s) may be required to perform other duties as assigned.

PHYSICAL DEMANDS & ENVIRONMENTAL CONDITIONS

Job Title: Broadband Installation & Service Technician	Department: Broadband Operations
	Date: Updated June 2022

Physical Demands Required to Perform Job Duties	
Activity	Frequency - Examples
Standing	Frequently stands.
Walking	Frequently in office, to members house and back to pickup.
Sitting	Frequently sits to perform job functions.
Lifting/Carrying	Frequently lifts/carries materials weighing up to 70 lbs.
Twisting/Pushing/Pulling	Frequently twists/pushes/pulls to retrieve material.
Climbing/Balancing	Frequently climbing grain legs and towers.
Kneeling/Crawling	Occasionally.
Talking	Frequently talks with department employees and works with members and disseminates information to others.
Hearing	Frequently takes part in meetings and listening to Federated employees, customers and business associates.
Communication	Frequently communicates with Federated employees, customers and other business associates doing business with Federated.
Visual Ability	Frequently inspects written and visual material and uses office computers/machines.
Bending	Frequently, as pick up different tools to use on installations.
Gripping/Grasping	Frequently with wiring and tools.
Other Physical Demands	Frequently use of ropes and pulleys
Environmental Conditions	
	Examples
Exposure to outdoor conditions: extreme cold/heat, precipitation	Frequently to drive to installations/service calls and events and while working.

Low visibility	During poor weather when driving.
Extreme noise	Occasionally.
Moving parts	On dual heat service calls.
Electric shock	Potentially daily.
High, exposed places	With Fixed Wireless installations
Radiant energy	Not applicable.
Exposure to chemicals	Not applicable.
Vehicular traffic	Drives as needed. Requires driver's license.
Computer screens	Daily.
Slippery conditions	Occasionally encountered while traveling and working
Other environmental conditions	Not applicable.

This analysis of the physical demands and environmental conditions accurately reflects the duties performed by incumbents in this position.

Job Title: Broadband Installation & Service Technician	Department: Broadband Operations
Supervisor: Broadband Operation Manager	Incumbent:

Reviewed & Revised: By: _____

Date: _____

By: _____

Federated is an equal opportunity employer.

Updated June 2022