

## **Communications Services Technician**

### **Job Summary**

**Installs, maintains, and services telephone, cable television (CATV), fiber-to-the-premises (FTTP), broadband, DSL, and VDSL service and IPTV Triple Play services.**

### **Job Responsibilities**

**• Installs new services and equipment for subscribers by installing CAT 5 wiring, co-ax cable, aerial drop wire, fiber optic cables and related equipment, ground blocks, station protectors, network interface devices, CATV splitters, CATV amps, modems, routers, switches, HPNA bridges, CATV boxes, indoor and outdoor power supplies, ONTs, and MDUs. • Verifies Quality of Service by means of various test equipment, including, but not limited to: Laptops, JDSU V3 Meter, EXPO Meter, Sunrise Meter, Tempo Sidekick, Cable Scout, Dynatel Locator, Fiber Light Meter, Volt/OHM, and Data Safe Test Sets. • Wires new services using various power tools, hand tools, and equipment. • Maintains and repairs existing services and equipment. • Maintains accurate plant records and forms, including customer billing sheets and daily inventory. • Utilizes smartphone and laptop to complete work and document test results. • Confers with customers to determine problems and acceptable resolutions and provides extensive training on all services provided. • Provides exceptional customer service and efficiency in all services offered. • Performs all other related duties as assigned by management.**

### **Job Qualifications**

**High School Diploma or Equivalent required.**

**Have a valid Drivers License.**

**Preferred Qualifications:**

**Associate's degree in a Technical field.**

**Telecom and Network Data Certifications.**

**Hands on work experience in Technical fields such as electrical/electronics, computer, telecommunications(voice/data).**

**Strong Computer Skills as well as Customer Relations.**

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