

Installation Technician III

Job Summary and Objectives

The Installation Technician III is responsible for installation and maintenance of subscribers services at the home/business. The Installation Technician III will supervise and perform quality control on installation contractors. The Installation Technician III promotes positive public relations through knowledgeable, responsive, and courteous interactions with current and potential subscribers, contractors, vendors, and the general public to fulfill the goals of Co-Mo Connect.

Responsibilities and Essential Job Functions

- A. Install, terminate, and test indoor fiber optics in a fiber to the home application.
- B. Install, terminate, and test cat 5/6 and coaxial cables.
- C. Route fiber and/or cables from the outside to the inside of a home or business.
- D. Support the subscriber's audio and video technologies.
- E. Use Interpersonal skills for interaction with subscribers for installation requirements and issue resolution.
- F. Provides oversight and performs quality control of external contractors.
- G. Install telephone in homes and businesses and integrate into existing systems
- H. Work with electronic maps, electronic documents, and maintain records of work performed.
- I. Operate company vehicles safely.
- J. Train subscribers on the use of internet, telephone, and television.
- K. Refer Co-Mo Connect services to new and existing customers.
- L. Preserves confidentiality of company issues when relating to staff, subscribers, and general public.
- M. Promotes and maintains a safe working environment, operates company

vehicles safely, observes all safety rules, and supports the Mission Statement and Core Values in carrying out the responsibilities of the position.

- N. Install Wi-Fi equipment as needed.
- O. Supports and keeps abreast of bylaws, guidelines, policies/procedures and philosophies of the parent Cooperative in an effort to effectively serve and support members and subscribers.
- P. Performs other duties as assigned in order to fulfill the objectives of Co-Mo Connect and this position.

These statements are intended to describe the general nature and level of work being performed by people assigned to this position. This is not intended to be construed as an exhaustive list of all responsibilities and tasks that may be assigned.

Relationships

Reports to: Outside Plant Manager

Directs: Installation Contractors

Internal: Confers with Outside Plant Manager to requests, provides aid as required, confers on problems, seeks approval, and stays abreast of department and company policies and procedures. Under the guidance of the Outside Plant Manager the Installation Technician works with Technical Support Representatives on subscriber and landowner issues. Works in conjunction with the Fiber Optic Technicians for timely resolution of member's issues. Provides information to GIS Mapping Technician to maintain integrity of electronic mapping system.

External: Maintains great relations with vendors, contractors, subscribers, and the general public in carrying out the responsibilities of this position.

Physical Requirements

- Hand-eye coordination. Driving a commercial motor vehicle requires the controlled use of multiple limbs on the basis of what a person observes. Federal regulations require drivers to have normal use of their arms and legs.
- Hearing ability. Drivers need good hearing. Federal regulations require the ability to hear a forced whisper in one ear at five feet (with or without the use of a hearing aid).
- Patience. Because of possible traffic congestion Drivers are put in stressful situations and must be able to continue to calmly operate their CMV.
- Physical health. Federal regulations do not allow people to become a Driver if they have a medical condition that may interfere with their operation of a CMV, such as high blood pressure or epilepsy.
- Visual ability. Drivers must be able to pass vision tests. Federal regulations require at least 20/40 vision with a 70-degree field of vision in each eye, and the ability to distinguish colors on a traffic light.
- While performing the duties of this job, the employee is frequently required to sit for long periods of time, stand, walk, use hands to fingers, handle, or feel and reach with hands and arms, and talk or hear, see and inspect, and bend. The employee must lift and/or move up to 50 pounds.

- Exerting 50 to 75 pounds of force may be required occasionally, 25 to 50 pounds frequently, and/or 10 to 20 pounds constantly. Occasional lifting/lowering, and/or carrying, and/or pushing/pulling of various items less than 100 pounds may also be required.

Essential Mental Requirements

- Demonstrated past and present ability to safely operate a Commercial Motor Vehicle
- Can read, understand, hear, and apply written and spoken directions
- Ability to work in a constant state of alertness and safe manner
- Ability to work in an unfatigued state
- Ability to accurately gauge lengths of time and distance
- Ability to quickly store and recall instructions in one's short term memory
- Ability to concentrate
- Ability to cope with sudden changes in surrounding and/or emergency situations and/or alarms
- Demonstrated caring, committed and concerned attitude about safety
- Ability to rapidly respond to stimuli
- Possess fast reflexes and unimpaired coordination
- Ability to perform tasks involving high levels of cognitive function and judgment
- Not mentally or physically impaired from any cause that can adversely affect ability to safely and competently perform the DOT regulated functions
- Ability to take prompt and appropriate response to operating conditions
- Not mentally or physically impaired from any cause that can adversely affect ability to safely and competently perform the DOT regulated functions

Qualifications

To perform the job successfully, an individual should have the following education, competencies, and experience:

- High School diploma or equivalent required
- Associate degree or completion of technical program in telecommunications or fiber optics construction, splicing, and or installation or equivalent experience desired
- Minimum of two years of experience with fiber services
- General knowledge of home construction
- Understanding and appreciation of technology and telecommunications along with general computer skills and proficiency in using standard office equipment
- Proven ability to multi-task and plan/organize work to meet deadlines, all with a high degree of accuracy with attention to detail
- Must have or be able to obtain (within 90 days of start date) a Class E chauffeurs license
- Strong analytical and critical thinking skills with demonstrated problem solving abilities.
- Effective communication skills and the ability to work as a team player
- Must have the ability to distinguish colors

Federal Motor Carrier Safety Administration (FMCSA) Safety Rule

Requires mandatory reporting by Drivers of off – duty DUI and Drug Offense Arrest and/or Conviction. In accordance with the authority granted to the Company by the DOT in 49 CFR 382.111 to imposed other requirements to prevent alcohol misuse by Drivers, it is mandatory that Drivers disclose to their supervisor by the end of the business day arrest and/or convictions for all alcohol and/or drug related offenses committed while operating any motor vehicle. This will allow the Company to immediately remove from safety sensitive functions, Drivers who have engaged in off – duty unsafe behavior related to alcohol or drug misuse (which is directly related to their safety sensitive functions performed for the Company) to make determinations as follows: 1) if the Driver is fit for duty; 2) if the Driver is still qualified under DOT regulations to operate a CMV for the Company; 3) if the Driver is still insurable at standard rates under the Company fleet policy; and 4) if the Driver can still meet the essential job functions for the position of Driver. It is an Essential Job Function of every DOT regulated Driver that they be qualified and licensed to operate a CMV without the use of a judicially ordered interlocking device, or similar device as part of a diversion or conviction for an alcohol related offence.

Working Conditions

Outside work in various weather conditions with irregular and long hours during outages, On-Call requirements when necessary. May require working in confined spaces like crawl spaces and attics. This position requires travel throughout system for installation and trouble tickets.

Installation Technician III is required to reside no more than thirty-five (35) minutes (as computed by Google Maps and verified by Outside Plant Manager) from the office which they are assigned.

The Installation Technician III is a non-exempt position.

Co-Mo Connect Powered by Co-Mo Electric Cooperative, Inc. is an Equal Opportunity Employer and employment is at-will.

Reviewed by Supervisor

Printed Name: _____

Signature: _____

Date: _____

Reviewed by Employee

Printed Name: _____

Signature: _____

Date: _____