

To perform this job successfully, an individual must be able to perform the job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

CABLE TV TECHNICIAN I

Department: Cable
Pay Grade: 591
FLSA Status: Non-Exempt
Reports to: Cable Department Crew Chief
Effective Date: July 30, 2018

JOB SUMMARY

This is an experienced position is responsible for the installation, disconnects, pre-wires, change of service, wiring, operation and maintenance of overhead and underground lines, appurtenances and devices for the transmission of signals in the cable television system. Requires the use of precautionary work methods and safety equipment due to working in close proximity to energized electrical conductors, electrical accessories and with energized CATV conductors and equipment. Works under the direction of a Senior Technician and assists with training entry level CATV Installer Trainees.

JOB FUNCTIONS

Essential Functions:

- Performs customer drop installations, reconnects, disconnects, additional outlets, and service upgrades/downgrades from the tap to the customer's equipment in single premises and multiple dwelling units (MDUs) following safe work practices, NEC and NESC requirements, and company policies.
- Surveys the installation route and reviews the proposed route with the customer in order to obtain agreement on the location of cable outlets.
- Reviews all requested services with the customer in order to ensure understanding and agreement.
- Inspects the existing common bond or makes a new bond in order to protect others from electrical shock and equipment from damage.
- Installs ground rods using sledge hammer or by other mechanical means and make proper connection to ground wire.

- Assesses the acceptability of cable signals using proper test equipment and procedures to provide the best possible service for the customer.
- Installs customer premises equipment (CPE) and connects to customer's equipment; set up customer's equipment as required.
- Troubleshoots drop problems from the tap to the customer's equipment to repair or restore the customer's service.
- Troubleshoots internet service calls.
- Troubleshoots and repairs signal leakage; and performs cumulative leakage index (CLI) documentation as required.
- Performs CLI ride-out and tracks and repairs signal leakage.
- Loads and unloads tools, equipment, materials and supplies by hand or mechanical means to and from vehicles, trailers, warehouse or other areas and work sites.
- Digs holes and trenches by hand, when necessary; installs anchors, conduits, all types of cables and other devices; and backfills and tamps holes and trenches when work is completed.
- Installs overhead and underground lines and devices using various mechanical equipment.
- Hoists materials to workers using hand lines or by other mechanical means.
- Lays out all tools including hand lines, blocks and tackle, coffering hoists, lashing machines, wire caddies, etc. as required for each job and then properly returns all tools to storage.
- Pulls various types of wires by hand or by other mechanical means using appropriate tools for each job (may include inside, outside, and underneath customer's home).
- Drives and safely operates a bucket truck, derrick truck, trencher, vibratory plow or other equipment that is used in the CATV crew (after proper instruction on such equipment).
- Dismantles salvaged materials and properly disposes of scrapped or junk materials.
- Cuts trees, brush and undergrowth to facilitate construction of overhead and underground CATV facilities using hand or power tools.
- Cleans up work site after each job is completed and keeps assigned trucks and trailers clean.
- Prepares various types of conductors for splices and connectors using correct connector sizes and types, and stripping, coring and compression tools. Work may be performed on the ground or at various heights above the ground using pole climbers, ladders or mechanical lifting devices.
- Constructs and maintains new underground and overhead cable devices, and fiber optic cables for CATV and other departments.
- Installs and seals connectors onto various conductors and devices and installs those devices.
- Replaces various fuses and other electrical and electronic components associated with the operation and maintenance of the CATV System.
- Operates various test equipment such as a Digital VOM, SLM, TDR, signal leakage meter, etc., and learns to obtain correct readings when necessary in the operation of the CATV System.
- Completes work orders and documents equipment used at worksite throughout CATV System to ensure all details of the work are recorded for entry into the customer's account.

Other Functions:

- Works after hours on standby.

- Assists other departments as requested or required.
- Performs other related duties as required/assigned.

QUALIFICATIONS

Education and Experience:

High School Diploma or an acceptable equivalency diploma (GED) and two (2) years of responsible experience in hybrid fiber co-ax (HFC) network operations or similar occupation, or an equivalent combination of education and experience.

Special Qualifications:

Possession of or ability to obtain a valid Driver's License within 60 days of employment.

If 21 years of age or older, applicant must obtain a valid Commercial Driver's License (CDL) within 1 year after the date of hiring. If less than 21 years of age, applicant must have a valid Driver's License and, within 1 year after becoming 21 years of age, applicant must obtain a valid CDL.

Knowledge, Skills, and Abilities:

- Knowledge of television transmission, broadcasting, switching, control and operation of telecommunication equipment.
- Knowledge of basic customer service principles such as providing instructions, answering questions, solving problems, and responding to requests in a professional manner.
- Knowledge of circuit boards, processors, electronic equipment, and computer hardware/software.
- Knowledge of standards and requirements such as National Electrical Code (NEC), National Electrical Safety Code (NESC), Federal Communications Commission (FCC), state DOT requirements, and various state and local codes.
- Skill in hand-eye coordination with dexterity and ability to operate tools, equipment, machines or test equipment.
- Skill in measuring and cutting with great precision on materials or objects.
- Ability to work from heights on ladders or bucket trucks, in confined spaces, and in extreme temperature environments.
- Ability to read general system layouts from system maps.
- Ability to actively listen; give full attention to what other people are saying, taking time to understand points being made, and asking questions.
- Ability to read work assignments, instructions, safety rules, and policy manuals.
- Ability to plan, prioritize, and analyze work requirements in order to follow through to completion.
- Ability to communicate orally with coworkers, supervisor, and customers in order to understand work, convey requests, and respond to issues.
- Ability to properly maintain all tools, trucks, machines and other work equipment with which you work in an orderly and careful manner.

- Ability to pay careful attention to details and troubleshoot problems.
- Ability to develop and maintain relationships with co-workers, customers, and supervisor including a cooperative and pleasant outlook.
- Ability to add, subtract, multiply and divide all units of measure, using whole numbers, common fractions, and decimals.
- Ability to follow instructions from the Supervisor and other Senior Technicians in written, oral, diagram, or schedule form.
- Ability to evaluate information and circumstances in order to make decisions that are safe and in the best interest of the company and customers.
- Ability to set up, adjust, control, and regulate machinery, equipment, and other tools required in the job.
- Ability to work independently with limited supervision and direction using established policies and procedures.
- Ability to have regular and predictable attendance at work.
- Ability to operate small office equipment, including copy machines or multi-line telephone systems.
- Ability to operate computers for data entry (Cayenta, AZAR, AS400).
- Ability to operate highly technical computer applications, such as GIS or CAD.
- Ability to operate small/light equipment, such as power tools.
- Ability to operate medium equipment and machinery, such as vehicles.
- Ability to repair, develop or install telecommunications systems.
- Ability to repair, develop or install computer hardware or network systems.

PHYSICAL DEMANDS

The work is heavy work which requires the employee to lift a maximum of 85 pounds maximum with frequent lifting and/or carrying of objects weighing up to 60 pounds. Additionally, the following physical abilities are required:

- Balancing: sufficient to maintain body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- Climbing: sufficient to ascend or descend ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- Crawling: sufficient to move about on hands and knees or hands and feet.
- Crouching: sufficient to bend the body downward and forward by bending leg and spine.
- Feeling: sufficient to perceive attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Grasping: sufficient to apply pressure to an object with the fingers and palm.
- Handling: sufficient to pick, hold, or otherwise work, primarily with the whole hand.
- Hearing: sufficient to perceive the nature of sounds at normal speaking levels with or without correction; ability to receive detailed information through oral communication, and to make the discrimination in sound.

- Kneeling: sufficient to bend legs at knee to come to a rest on knee or knees.
- Lifting: sufficient to raise objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Mental Acuity: sufficient to make rational decisions through sound logic and deductive processes.
- Pulling: sufficient to use upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: sufficient to use upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: sufficient to extend hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: sufficient to express or exchange ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Standing: Particularly for sustained periods of time.
- Stooping: sufficient to bend body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Talking: sufficient to express or exchange ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual Acuity: sufficient to observe violations of codes, to effectively operate standard office equipment; ability to read and write reports, correspondence, instructions, drawings, etc.; and to operate motor vehicles and/or heavy equipment, by both day and night.
- Walking: sufficient to move about on foot to accomplish tasks, particularly for long distances or move from one work site to another.

WORK ENVIRONMENT

The work environment is outside with no effective protection from weather. Work may be required during adverse weather conditions, including rain, thunderstorms, snow, ice or other weather conditions. In many situations, the individual will be exposed to the definite risk of bodily injury.