

**Job Title:** Installation & Repair Technician      **Department:** OSP OPS  
**Reports To:** OSP OPS Supervisor      **FLSA:** Non-Exempt  
**Location:** Clay, AL or Pinson, AL

**General Summary:**

Installs, maintains, and services telephone lines, Iptv, Fiber optic loops, fiber ONT's, Gpon splitters, subscriber carrier systems, terminal, protection devices, digital subscriber lines (DSL), CATV lines, CATV amplifiers, nodes, taps and CPE. May also diagnose and repair trouble in voice frequency repeaters, loop extenders, and cable loading systems. Splices, terminates, and maintains copper cable, CATV cable, & fiber-optic cable. Maintains central office cable system.

**Essential Job Functions:**

- Installs new services and equipment for subscribers by installing drop wires, station protectors, and network interface devices in accordance to company standards. Wires new systems using appropriate tools. Splice and install fiber optic drop, install Ont's and battery backup's, install or connect existing in home network to fiber Ont. Install CATV drop and install CATV wiring, along with CATV set-top, and cable modem inside the customer's premise when required.
- Maintains and repairs existing services and equipment by using test sets to locate line trouble. Determines necessary repairs which may include repairing wiring, station protectors, ground connections, running new wires and replacing jacks, NID's and pedestals as needed. Occasional pole climbing with hooks and ladders and working aloft in a bucket truck is required.
- Installs initial wiring and rewiring for new subscriber systems.
- Splices cables and cuts terminals for new construction. Maintains and repairs new cable plant copper, CATV, and fiber optic lines by opening and bonding cables.
- Maintains cable system by testing to locate trouble, opening cable to repair or replace defective sections, and closing and sealing cable.
- Identifies, counts, and prepares groups of pairs for splicing. Adds new lines of service as directed by subscriber.
- Splices cable to protector devices and Central Office main distribution frame and splices customer drop cable to the Central Office cable system. To CATV Taps, ground blocks, and in-house amplifiers when needed.
- Transfers customers' service from one cable and/or terminal to another by reworking cut sheets and assigning counts.
- Completes all Outside Plant Operations related forms and reports.
- Confer with customers to further determine problems and acceptable resolutions.
- Performs all other related duties as assigned by management.\*

\*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

**Knowledge, Skills, and Abilities:**

- Knowledge of test, switching and electronic equipment.

- Knowledge of voice communications and digital technology.
- Knowledge of telecommunications plant operations and maintenance.
- Knowledge of CATV plant operations and maintenance.
- Knowledge of fiber optic splicing, gpon technology installation and maintenance
- Knowledge of company products and services.
- Knowledge of company policies and procedures.
- Knowledge of state and federal safety regulations.
- Skill in operating service equipment including splicing materials, pedestals, marking materials, cable reel trailers, and various hand tools and testing equipment.
- Skill in operating various vehicles and hand tools.
- Skill in reading cable records, specifications, and circuit diagrams.
- Ability to communicate with co-workers and various business contacts in a professional and courteous manner.
- Ability to read and interpret documents such as maps, operating and maintenance instruction manuals.
- Ability to pay close attention to detail.
- Ability to work overtime as needed.
- Ability to work on-call rotation.
- Ability to work independently and make sound technical decisions using information at hand.

**Education and Experience:**

High School diploma or equivalent plus two years of telecommunications schooling or equivalent work experience.

**Physical Requirements:**

| PHYSICAL REQUIREMENTS   | 0-24% | 25-49% | 50-74% | 75-100% |
|---|-------|--------|--------|---------|
| Seeing:<br>Must be able to read service orders and trouble reports.   |       |        |        | X       |
| Hearing:<br>Must be able to hear well enough to communicate with employees and customers                                    |       |        |        | X       |
| Standing/Walking:<br>Must be able to move about work site.  |       |        | X      |         |
| Climbing/Stooping/Kneeling:<br>Must be able to climb poles, stoop, kneel and crawl to perform installations.                |       |        | X      |         |
| Lifting/Pulling/Pushing:<br>Must be able to lift at least 75 lbs.   |       | X      |        |         |
| Fingering/Grasping/Feeling:<br>Must be able to write, type, and use phone system. Must be able to pull cable for line work. |       |        |        | X       |

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