



Job Title: Installation and Repair Technician
Wage: Starting at \$23.25 per hour, DOE
Department: Installation and Repair
FLSA Status: Non-Exempt
Reports To: Installation and Repair Supervisor
Location: Willcox (Reporting Location)
Approved By: Heath Bowen

Purpose of Position

Install, maintain, and operate all types of network communications equipment which includes routers, ethernet switches, wireless access points, IP Phones, Optical Network Terminals and other equipment related to broadband, internet, data, and voice services.

Duties and Responsibilities

Actively encourages teamwork, open communication, and cooperative interaction by promoting a positive work environment that reflects the company's mission, values and management goals.

- Performs routine testing and maintenance using various test and cable locating equipment.
- Provides basic analysis of testing results.
- Maintains assigned vehicle and work equipment.
- Understands and interprets standard telecommunication wiring color codes, connector pinassignments and the way wires are dressed end-to-end.
- Interprets written requests, and coordinates work to be completed with customers.
- Interfaces with all departments in a professional manner.
- Cross trains in other areas within the department.
- Splices, tests and repairs copper or fiber cables and installs related equipment.
- Performs cutovers on copper and fiber plant.
- Coordinates projects with other departments and utilities.
- Provides excellent customer service to internal and external customers. Encourages cross training in other departments.
- Adheres to all OSHA safety regulations and use of Personal Protective Equipment (PPE).
- Troubleshoots Phone, and Internet services.
- Discuss company products with customers and upsell when applicable.

Qualifications

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to communicate effectively with customers, employees, and management. Bi-lingual in English and Spanish is desirable.

Position: I & R Tech
Approval Date: 09/26/2024

Mathematical Skills: Ability to add and subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rates, ratios, and percents and to draw and interpret graphs.

Computer Operations: Basic personal computer skills including electronic mail, word processing, routine database, spreadsheets, graphics, etc.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Planning/Organization: Ability to prioritize, handle multiple tasks and organize assignments simultaneously.

Certificates/Licenses

- A valid driver's license issued by the state in which the employee resides.

Education and/or Experience

High school diploma or General Educational Development (GED) certificate. Related experience and/or training is desirable but not essential.

Physical Activity Level

- **Stand:** 1/3rd to 2/3rds of the time.
- **Walk:** 1/3rd to 2/3rds of the time.
- **Sit:** 1/3rd to 2/3rds of the time.
- **Use of hands to handle or feel:** Over 2/3rds of the time.
- **Reach with hands and arms:** Over 2/3rds of the time.
- **Climb or balance:** 1/3rd to 2/3rds of the time.
- **Stoop, kneel, crouch or crawl:** 1/3rd to 2/3rds of the time.
- **Talk or hear:** Over 2/3rds of the time.
- **Push or pull:** 1/3rd to 2/3rds of the time.
- **Talk or hear:** Over 2/3rds of the time.
- **Drive:** 1/3rd to 2/3rds of the time.
- **Keyboarding:** Under 1/3rd of the time.
- **Ability to lift and/or carry up to 10 pounds:** Over 2/3rds of the time.
- **Ability to lift and/or carry up to 25 pounds:** Over 2/3rds of the time.
- **Ability to lift and/or carry up to 50 pounds:** 1/3rd to 2/3rds of the time.
- **Ability to lift and/or carry up to 100 pounds:** Under 1/3rd of the time.
- **Ability to lift more than 100 pounds:** Under 1/3rd of the time.

Work Environment

- **Work near moving mechanical parts:** Under 1/3rd of the time.
- **Fumes or airborne particles:** Under 1/3rd of the time.
- **Toxic or caustic chemicals:** Under 1/3rd of the time.
- **Work in high, precarious places:** Under 1/3rd of the time.
- **Outdoor weather conditions:** Over 2/3rds of the time.
- **Risk of electrical shock:** 1/3rd to 2/3rds of the time.

Working Conditions

Regularly exposed to outside weather conditions and/or indoor shop environment with adequate ventilation. May be required to climb poles and carry test equipment up to 50 pounds. Occasionally required to climb and/or crawl into and work in tight spaces. Must be able to operate a motor vehicle. Bucket truck experience preferred.

- **Environment:** Outside and inside.
- **Noise:** Moderate noise levels (i.e.: business office with computers and printers, light traffic, heavy equipment).
- **Physical Activity Level:** Moderate to physical activity performing somewhat strenuous daily activities of a primarily product/technical nature.
- **Manual Dexterity:** Manual dexterity sufficient to reach/handle items and work with fingers.

Vision: (Any or all will be required to perform the functions of this position).

- **Close Vision:** Clear vision at 20 inches or less
- **Distance Vision:** Clear vision at 20 feet or more.
- **Depth Perception:** Three-dimensional vision, ability to judge distances and spatial relationships.
- **Peripheral Vision:** Ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point.
- **Adjust Focus:** Ability to adjust the eye to bring an object into sharp focus.
- **Color vision:** Ability to identify and distinguish colors of telephone cable and fiber color codes.

Work Schedule/Hours

- Regular (40 hours per week) with weekend rotations. Also subject to call-out or assigned on-call basis, which includes being able to respond to their reporting locations within 45 minutes if called to do so in any 24-hour period on any day of a 7-day week, subject to

company policies. It is also possible that this job will be required to work fewer or more hours during any given week.

- Availability to work on a call out for emergency outages.

Travel

- Minimal overnight travel (up to 10%) by land and/or air.
- Required to be available to travel, by company vehicle, to various property locations and job sites.

The above is intended to describe the general content and requirements of this position. It should not be viewed as all-encompassing or an exhaustive list of duties and responsibilities. Other duties may be assigned as required by business necessity.