

Job Title: Service Technician
Location: Resort TV Cable, Hot Springs, AR
Department: Technical
Reports To: Plant Manager

Job Summary: This position reports to the plant manager and must be knowledgeable in the operations and maintenance of the cable system. Duties include supervision over installers, filing of police reports for illegal hookups, moderate preventive maintenance on the cable system, some service work with customer trouble calls, to locate and repair equipment and plant failures, and maintain the necessary record keeping. He/she should be knowledgeable of construction techniques and equipment and must be able to perform all installation duties and knowledgeable of all available services and programming. He/she is supervised by the Plant Manager.

Job Duties:

1. Should be knowledgeable about construction techniques and equipment.
2. Should be knowledgeable and able to perform any duty described under the installer's and service technician's description.
3. Answering customer questions about pricing, program content and cable TV technology.
4. Maintain a professional appearance and vehicle appearance while also reporting any emergencies back to the base so that proper authorities can be notified.
5. Should be able to repair most system outages.
6. Should be able to perform a moderate level of the company's defined method of preventive maintenance and all record-keeping associated with it.
7. Locate illegal connections to the cable plant and perform the defined procedure for illegal connections in as far as filing the appropriate police reports and going to court when necessary.
8. Report any customer service and employee issues, problems, improprieties or recommendations to the General Manager in order to maintain the integrity and performance of the operation.
9. Audit and review the quality and integrity of work performed by contract labor and Resort TV Cable Installers.
10. Recommend candidates for installation positions and recommend current installers for termination due to not performing duties outlined in the installer's job description.
11. Report installation quality measurements to plant manager when reviewing installers.
12. Maintain the security of cable TV services at MDU complexes and recommend possible enhancement of current security at such complexes.
13. Carry out special duties assigned by management.
14. Evaluate and inspect vehicles once a month and maintain vehicle travel logs.

Job specifications:

Education: High School Graduate or GED

Experience: Cable TV Technology and Operation with past experience in customer service

Knowledge: Cable TV Principals & Technologies of the Cable TV Plant and Headend
Knowledge of Resort TV Cable Procedures, Practices, & Policies
Selling Technique and Knowledge of Pricing
Product Knowledge of Programming Content
Expertise in problem solving in all facets of the cable TV plant and at the customer's premise and with customer equipment
Expertise in all knowledge defined in the Installer's and Service Technician's knowledge section of his/her job description

Language Skills:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, and other employees of the organization.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Also should have familiarity with the decibel concept and ability to work with logarithms.

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.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; walk; sit; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 100 pounds, and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to high, precarious places and outside weather conditions. The duties require climbing towers in excess of 500 feet. The noise level in the work environment is usually moderate.

Other:

Successful candidate must pass random drug screenings and have a good driving record throughout employment. The candidate must be willing to be contacted by pager and receive calls at home as necessary to conduct system related business.

PLEASE SEND RESUME TO:

**RESORT TV CABLE
ATTN: GENERAL MANAGER
P. O. BOX 2770
HOT SPRINGS, AR 71914**

OR FAX TO (501) 624-0502

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