

**Job Title:** Installer/Technician  
**Location:** East Arkansas Video, Forrest C, AR  
**Department:** Technical  
**Reports To:** Installation Supervisor

### **Safety-Sensitive Position**

Pursuant to Act 593 of the Arkansas Medical Marijuana Amendment

#### **Summary of Job**

Under general supervision, performs a variety of duties pertaining to the installation, reconnection and disconnection of Company's service to customer's homes, apartments or condominiums and commercial properties. Complies with Company safety procedures, installation techniques and guidelines as well as Company policies for the "On-Time Guarantee".

#### **Essential Functions of the Job**

- Performs all duties safely in accordance with Company safety policies, training and procedures.
- Reports all hazardous conditions to immediate supervisor for correction.
- Performs new cable installations from system feeder tap port to customer's equipment interface. This includes aerial/underground drops and inside wiring.
- Troubleshoots and finds drop related problems.
- Replaces or rewires house drops or any part thereof when it is necessary to correct cable signal or reception problems.
- Performs signal tests to determine that customer reception is satisfactory. Corrects signal problems when created during installation process.
- Performs reconnections of cable television service in previously wired residences.
- Performs changes in service (upgrades and downgrades) as requested by the customers and according to Company policies.
- Disconnects service when terminated by the customer for any reason, and recovers Company equipment from pole or Customer's premises.
- Completes all documentation and paperwork, and submits all documentation to the appropriate individual(s) as required by system directives.
- Coordinates with scheduling, dispatch, or supervisors on job status, problems encountered, and rescheduling requirements.
- Spend a significant amount of workday in a Company vehicle. Is responsible for safe care and use of Company vehicle, tools and equipment at all times.
- Informs customer in the proper operation and use of customer's cable television equipment. Provides customer with information on company services and rates.
- Educates customers about types of services offered.
- Must possess good people skills.
- Must have excellent work habits and demonstrated ability to perform job to a high degree of satisfaction.
- Must be able to climb poles and/or ladders, and to work safely from heights.
- Must be able to handle and carry ladders and weights up to 120 pounds.
- Must be able to work in confined spaces including, but not limited to, attics and crawl spaces beneath homes.
- Must meet established company standards of appearance and demeanor at all times.
- Must be able to complete the work assigned without assistance.
- Must have a valid driver's license and driving record and must meet the requirements outlined in the company's policy and/or safety manual(s).
- Must be able to safely drive Company vehicle provided for use in conjunction with job.
- Must possess a good attitude and work well with other company employees, management and provide excellent customer service.
- Agrees to complete NCTI courses through Service Technician level on a regular basis.

- Performs other duties as assigned by immediate supervisor.

**Education and Experience Requirements:**

- The preferred candidate will have at least one-year experience in cable television or related industry residential and/or commercial structure installation techniques.
- Candidate shall have demonstrated knowledge and skill in applying required SCTE and Company required techniques to job.
- High School Diploma or GED equivalent with some college, building trades, or electronic technical training preferred.
- Ability to read, write and perform addition, subtraction, multiplication and division mathematical equations.

**Environmental Conditions**

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 noise level in the work environment is usually moderate.

**PHYSICAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. 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, push, pull, or carry up to 50 pounds from a level of 0 inches to a level of 72 inches; sitting up to 8 hours a day; driving up to 8 hours a day, frequently lift and/or move, push, pull or carry up to 100 pounds, and occasionally lift and/or move more than 100 pounds. The employee will frequently be required to carry and climb ladders and, occasionally, climb utility poles; stand up to 4 hours per day on a concrete surface. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Environmental conditions include routine exposure to loud noises, chemicals, and eye hazards (VDT).

**Equipment Used**

- SCTE training materials and Company guidelines
- Safety Equipment
- Signal Leakage Meter
- Volt Ohm Meter
- Field Strength Meter
- Routine installation tools; i.e., Drill, Hammer, Screwdriver, Fitting Preparation Tools, Crimping Tools, Cable Cutters, and miscellaneous sharp instruments.
- Material Safety Data Sheets available for items used in connection with job.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**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 employee also spends a significant amount of their day driving a Company vehicle. The noise level in the work environment is usually moderate.

**OTHER**

The successful candidate must pass random drug screenings, have a satisfactory driving record throughout employment, and be willing to be contacted by company cell phone and receive calls at home as necessary to conduct system-related business. The candidate must pass a DOT physical as well as being certified as such.

**Note: This is not an exhaustive list of essential functions and requirements for this position may be supplemented as necessary.**

**Acknowledgment:**

The above statements reflect the general details considered necessary- to determine the essential functions of the position identified and shall not be construed as a detailed description of all work requirements inherent in the position. I may be required to perform additional tasks necessary to meet the standards of quality and care.

I acknowledge that I have read and understand this position description and have had the opportunity to ask my supervisor about any points I needed help understanding. Therefore, I hereby state that I can perform the essential functions of this position with or without reasonable accommodation.

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**EAST ARKANSAS VIDEO, INC. IS AN EQUAL OPPORTUNITY EMPLOYER.**

**EAST ARKANSAS VIDEO, INC. DOES NOT DISCRIMINATE BASED ON RACE, COLOR, RELIGION, NATIONAL ORIGIN, AGE OR GENDER. APPLICANTS MAY NOTIFY THE EEOC, FCC, OR OTHER APPROPRIATE AGENCY IF THEY FEEL THEY HAVE BEEN DISCRIMINATED AGAINST.**

**Excellent Compensation Benefits Are Provided**

- Competitive wage
- Relocation assistance
- Supplemental benefits available
- Medical insurance offered
- Paid sick and vacation
- One week of vacation after 90 days
- Paid holidays
- Paid personal day and floating holiday
- Paid parental leave
- Life and disability insurance coverage
- 401K matching contribution by the company
- Profit sharing
- Take-home company vehicle provided
- Company-provided cell phone
- NCTI Educational Training Reimbursement Program
- Employee Assistance Program

**Qualified Applicants can apply by any of the following options:**

- Apply online at: <https://jobs.wehco.com/application/cable/>
- Email resume to: [tallen@wehco.com](mailto:tallen@wehco.com)