

Job Title: Maintenance Technician
Location: Resort Television Cable Company, Inc.
Department: Technical
Reports To: Plant Manager

JOB SUMMARY: This position reports to the Plant Manager and must be knowledgeable in the technical operations and maintenance of the cable system. Duties will primarily include preventive maintenance with necessary record keeping, location and repair of equipment/plant failures on the cable system and assist in the technical training of installer/technicians. There will be some limited service work with customer trouble calls. The applicant should be knowledgeable with construction techniques, cable TV hybrid fiber coax plant technology and equipment and must be able to perform all installation, service technician and technician duties. The person should also be knowledgeable of all available services and programming.

ESSENTIAL FUNCTIONS OF THE JOB

- Possess good people skills.
- Excellent work habits and demonstrated ability to perform job to a high degree of satisfaction.
- Safely climb poles and/or ladders or work from a lift bucket, at heights necessary to complete the job.
- Safely handle and carry ladders and weights up to 120 pounds.
- Work in confined spaces including, but not limited to, attics and crawl spaces beneath homes.
- Meet established company standards of appearance and demeanor at all times.
- Generally be able to complete the work assigned without assistance.
- 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).
- Safely drive Company vehicle provided for use in conjunction with job.
- Possess a good attitude and work well with other company employees, management and provide excellent customer service.
- Perform preventative maintenance on forward and return path of RF cable television distribution system.
- Preventative maintenance of Fiber Optics equipment.
- Ability to prepare and splice Fiber Optic cable.
- Sweep and balance forward and return path from Headend or Fiber Optic Node to end of line.
- Ability to repair or restore service during any system outage.
- Complete all required record-keeping associated with duties of job including completion of daily work reports.
- Install and maintain cable system power supplies.
- Will be utilized as an on-call technician (this is on a rotating basis with other technicians).
- Assist in the completion of all FCC Proof of Performance testing procedures.
- Willing and able to perform any duty described under the installer's, technician's and service technician's job descriptions.
- Willing and able to answer customer questions about pricing, program content and cable TV technology.
- Maintain a professional personal appearance.
- Maintain Company equipment including vehicle in good condition, and assuring routine maintenance is performed on schedule.
- Perform occasional Headend maintenance.

- Report any customer service and employee issues, problems, improprieties or recommendations to the Plant Manager in order to maintain the integrity and performance of the operation.
- Assist in the technical training of installer/technicians.
- Carry out special duties assigned by management.

EDUCATION OR EXPERIENCE REQUIREMENTS:

Education: High School Graduate or GED and at least three years training in Cable TV technology

Experience: Cable TV Technology and Operation with past experience in customer service.
 Willing to commit to home study courses for training advancement.
 Three years previous Cable Television experience.
 One year experience troubleshooting and repairing cable system failures.
 Demonstrated working knowledge of Cable Television electronics.
 Good driving record.
 Knowledge about cable television construction techniques and equipment

Preference will be given to candidates who have completed NCTI courses, including the Service Technician Course and the System Technician Course and to those that live (or will relocate) within the boundaries of the Resort Television Cable Company, Inc. system.

ENVIRONMENTAL CONDITIONS

Must be able to work in all weather conditions.

EQUIPMENT USED

- SCTE training materials and Company guidelines
- Safety Equipment
- Signal Leakage Meter
- Spectrum Analyzer (basic functionality)
- Wavetek Stealth Sweep (Forward and Reverse, depth of modulation and carrier to noise functions)
- Time Domain Reflectometer (TDR)
- Optical Time Domain Reflectometer (OTDR)
- Light Meter
- Fusion Splicer
- Bucket Truck
- Volt Ohm Meter (all functions including current draw)
- Routine 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 conjunction with job

SUPERVISORY RESPONSIBILITIES

This job has no daily supervisory responsibilities, but employee is expected to act in a leadership role as situations require.

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.

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 120 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WEIGHT RESTRICTIONS

There are weight limits on the support equipment used by our service technicians (i.e. ladders, bucket truck). Hence there are weight restrictions for this position. The maximum weight for this position is 236 lbs.

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 company cell phone and receive calls at home as necessary to conduct system related business.

NOTE: THESE LISTS OF ESSENTIAL FUNCTIONS AND REQUIREMENTS FOR THIS POSITION ARE NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY.

PLEASE SEND RESUME TO:

**Resort Television Cable Company, Inc.
ATTN: General Manager
P.O. BOX 2770
Hot Springs, AR 71914-2770**

OR

Apply online at the link below:

<https://jobs.wehco.com/application/cable/>

**RESORT TELEVISION CABLE COMPANY, INC. IS AN EQUAL OPPORTUNITY
EMPLOYER.**

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RACE, COLOR, RELIGION, NATIONAL ORIGIN, AGE OR GENDER. APPLICANTS MAY
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HAVE BEEN DISCRIMINATED AGAINST.**