

Job Title: Service Technician
Location: Pine Bluff Cable TV, Pine Bluff, AR
Department: Technical
Reports To: Technician Supervisor

Summary of Job

Under general supervision, performs a variety of duties pertaining to the installation, re-connection 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".

Job Responsibilities

- 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.
- 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.
- Agrees to complete NCTI courses through Service Technician level on a regular basis.
- Performs other duties as assigned by immediate supervisor.

Experience

- 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.

Essential Functions of the Job

- 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.

Environmental Conditions

- Must be able to work in all weather conditions.

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.

Education And/Or Experience

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

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.

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 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.
- The candidate must be able to pass the exam for a DOT Medical Certificate and obtain that certificate upon request.

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

PLEASE SEND RESUME TO:

**PINE BLUFF CABLE TV
ATTN: GENERAL MANAGER
P. O. BOX 9008
PINE BLUFF, AR 71611**

OR FAX TO (870) 536-0351

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