

Job Title: Service Technician
Location: Vicksburg Video, Inc., Vicksburg, Mississippi
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 TV system. His/her duties will primarily include all preventive maintenance of CATV plant primarily within the customer's home and CATV plant within the drop throughout part of the CATV plant. There will be some limited maintenance of CATV plant related to customer trouble calls. He/she should be knowledgeable with construction techniques, cable TV plant technology, equipment and must be able to perform all installation and installer technician duties. The person should also be knowledgeable of all available services and programming.

Job Duties:

- Possess good people skills.
- He/she must possess excellent work habits and demonstrated ability to perform job to a high degree of satisfaction.
- Safely climb poles and/or ladders.
- 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 some preventative maintenance on forward and return path of RF cable television distribution system.
- Possess some ability to repair or restore service during any system outage which includes some heavy lifting such as CATV line recovery and pole transfers.
- Complete all required record-keeping associated with duties of job including completion of daily work reports via ETA Direct and Dispatch.
- Install CATV Services in the homes of customers such as work orders comprising of disconnects, non-pays, installs, and reconnects, upgrades, downgrades and special request orders.
- He/She must be able to fulfill all service calls as assigned on a daily basis.

- He/She must be able to fulfill on call duty after hours which comprises assisting maintenance technicians during outage repair or after hours service calls as assigned.
- He/she must perform or assist in CLI Ride out if necessary and perform CLI Repair as requested.
- He/she must be 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 as well as some tower work and satellite dish work.
- He/she must assure that all company property is properly utilized, maintained and secured.
- He/she must ensure that all job performances are compliant with all safety policies and procedures.
- He/she must perform other functions as assigned.

Job Specifications:

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. Chosen non-qualified applicants will be given a 90 day probationary period to achieve satisfactory performance in necessary job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

He/she can possess a one year certificate from college or technical school; or two years related experience and/or training; or equivalent combination of education and experience through the NCTI curriculum. A service technician must complete up to the Service Technician NCTI course curriculum unless otherwise waived by the V.P. of Engineering.

Language Skills:

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

Mathematical Skills:

He/she must have the 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. He/she must have the ability to deal with problems involving several concrete variables in standardized situations.

Supervisory Responsibilities:

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

Typical Physical / Mental Demands:

- Frequently lifts and carries loads of at least 100lbs at least 8 times per day
- Manual dexterity and mobility
- Ability to read and understand written and oral instructions
- Frequent walking, bending, stooping, kneeling, crouching, turning, stretching, digging, and climbing
- Normal vision, with or without corrective lenses
- Normal hearing, with or without hearing devices
- Must possess good verbal and written communication skills
- (This list is not exhaustive and may be supplemented)

Typical Working 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.

- Frequently works in precarious or high locations, climbing poles, ladders, towers, and other structures.
- Frequently exposed to hazards from electrical/mechanical/power equipment.
- Frequently exposed to weather elements.
- Occasionally works under stressful conditions.
- Subject to numerous interruptions.
- Works within the specifications, limitations, and confines of a bucket truck and/or ladder.

- Extensive travel to work locations.
- Smoke free work environment.
- The noise level in the work environment is usually moderate.
- (This list is not exhaustive and may be supplemented).

Weight Restrictions:

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

Equipment Used:

- SCTE/NCTI 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).
- Volt Ohm Meter (all functions including current draw).

Routine Tools Used:

- Drill
- Hammer
- Screwdriver
- Fitting Preparation Tools
- Crimping Tools
- Cable Cutter
- Miscellaneous Sharp Instruments

Material Safety Data Sheets available for items used in conjunction with job.

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 issued 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.

**Vicksburg Video, Inc.
900 Highway 61 North
Vicksburg, MS 39180**

Or apply online at the link below:

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

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