

Job Title: Installation Technician
Department : Network Operations
Reports To: Director- Outside Plant Operations

Summary:: Installs and maintains communication equipment to offer voice data and video services across multiple platforms. Skill sets include but are not limited to legacy copper facilities as well as new fiber plant..

Responsibilities:

Duties may include, but are not limited to, the following:

- Receives work assignments and trouble cases from designated employees or via electronic ticketing system.
- Installing, rearranging, and maintaining inside wiring.
- Rearranging and reconnecting fiber optic wiring at pole, underground or building terminals.
- Performing necessary work to connect, disconnect, test, repair and maintain various types of company and customer provided telephones and equipment.
- Configuring customers' computer and equipment.
- Performing diagnostic tests on integrated circuit equipment to determine trouble. Interpreting service orders and circuit diagrams.
- Evaluating customer communication needs and promoting the sale of Company products and services and referring customers to the appropriate office.
- Communicating frequently with customers on matters dealing with service, planning, billing, and Company policy.
- Works aloft; climb ladders and poles; enter tunnels, buildings, trenches, crawl spaces, manholes, and other confined spaces to accomplish job tasks.
- May perform light digging. . May be required to stand or sit for long periods of time.
- May work outdoors in all weather conditions.
- Normally works and travels alone between work locations by driving Company vehicles with little or no direct supervision.
- Responsible for arranging workload and dealing directly with the appropriate center. Identifying and meeting individual customer requirements on installation and/or repair contacts.
- May be required to perform additional duties and tasks as required by the Company