

<b>Job Title:</b>	<b><u>Fiber Installation and Repair Technician</u></b>
Job Code:	99-L031
FLSA:	Exempt
Reports To:	Network Supervisor
Department:	Outside Plant
Effective:	08/13/2020

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### **Job Overview:**

The Fiber Installation Technician will be responsible for delivering an exceptional experience to Luminate Broadband's residential and business customers. To execute on this experience the Fiber Installation Technician will install fiber and RF based broadband and voice services to the home, ensure Luminate Broadband's customers devices are connected, offer additional products and services and leave our customers with the confidence that they made a great decision in their broadband and voice provider.

### **Responsibilities and Essential Job Functions:**

- Deliver Fiber-To-The-Prem (FTTP) Installation, Repair and Customer Service to Residential and Business Customers
- Working knowledge of both aerial and underground fiber networks
- Provide an exceptional in-home/business experience to customers by being patient, efficient and knowledgeable of FTTP service, gateways and WiFi
- Installing drops from the serving terminal to the home, placing Network Interface Devices (NID), extending the cabling into the premise and placing network equipment in such a way that provides the greatest WiFi experience
- Diagnose, troubleshoot and repair broadband and voice services using software applications and technical expertise
- Install and repair P2MP RF equipment from the source to the customers premise
- Troubleshoot customer WiFi, LAN and connection issues
- Install and repair VoIP services to include Residential and Business – UC applications
- On-call rotation to include nights, weekends and holidays

### **Qualifications & Job Requirements**

To perform the Project Coordinator role successfully, an individual should have the following education, competencies, and experience:

- Customer service focused with a high degree of professionalism
- Experience with FTTP, GPON, Active Networks, Calix, Cat5/6 wiring
- Ability to work outdoors in all conditions
- Able to work in both underground and aerial environments climbing ladders and within a bucket truck
- Familiar with Microsoft Office suite and collaborative software
- Focused on teamwork and able to collaborate with colleagues to work toward resolving customer needs
- Must be able to work and handle installations and repairs independently
- Required to conduct work in a safe and efficient manner
- Must possess and maintain a valid driver's license
- Able to work with a variety of fiber hand tools and software applications, both common and proprietary to Luminate Broadband

### **Essential Functions**

- **Physical Effort and Dexterity:** This position requires working outdoors in all weather conditions, working inside the customers home or business, working in confined spaces and lifting +/- 50 pounds. Candidate must also be able to work at heights in excess of 18' on a ladder and in a bucket truck to heights up to 22'.
- **Visual Acuity, Hearing and Speaking:** Must be able to communicate clearly for work and safety compliance. The noise level in the work environment may range from moderate to loud. Visual and audio acuity is essential to this position proficiency in using standard office equipment.

- **Environment/Working Conditions:** Normal office conditions, some irregular hours may be required. Occasional day time travel for training or various errands as needed to complete the responsibilities of the position.

**Relationships**

**Reports to:** Network Supervisor

**Supports or Directs:** Customer Service, Technicians, Supervisor, Engineering

**Internal:** Regularly confers with Luminate employees and other departments within the parent cooperative as needed

**External:** Maintains great relations with vendors, contractors, subscribers, customers, and the general public in carrying out the responsibilities of this position.

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**Employee Signature**

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**Date**

The above statements are meant to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. In addition, they do not establish a contract for employment and are subject to change at the discretion of the employer.

\*29 CFR Part 541 Defining and Delimiting the Exemptions for Executive, Administrative, Professional, Outside Sales and Computer Employees.