

JOB DESCRIPTION

Department: Cable Telecommunications

Date: February 2012

Job Title: CATV SERVICE TECH

Shift: This position may require Afternoon, Saturday & Holiday shifts as well as Days

Employment Status: Full Time - Hourly

Regular Hours/Week: 40 hours

Required Drivers License: Operators

General Statement of Duties: An employee in this position (he/she) shall perform a variety of tasks related to installing, servicing and maintaining WMS Telecommunications services including Video, Internet, VoIP Digital Telephone and to perform any related work as required.

Supervision Received: Work is performed under the general supervision of the CATV Service and Installation Supervisor or an employee of higher grade or as directed.

Supervision Exercised: Light supervision may be exercised over others as may be assigned and the employee may be required to organize their own work.

Essential Job Functions: An employee in this job title may be called upon to perform any or all of the following tasks: install customer drops, both aerial and underground, install both inside and outside wiring. Install various models of converters to provide analog, digital and HD services, install cable internet modems, install digital telephone modems, fine tune television sets and troubleshoot customer installations of video, internet and telephone services. Configure customer PCs/laptops to connect to the internet (including installing Network Interface Cards if required) and set up Wyandotte Online email accounts. Organize, document, file, fill out, submit and all other tasks associated with paperwork relating to customer installation and service work orders. Help in inventory records preparation including labeling and identifying all customer premise equipment deployed to and used in homes and/or businesses. Train other employees in customer installations and trouble shooting procedures. Use various test instruments and meters. Assist in maintenance of tower and Headend equipment as directed. Study and train for the CATV Maintenance Technician position. Unloading trucks, janitorial work, and light maintenance. In addition, the employee shall be able to react to new assignments positively and handle tasks as they arise.

Required Knowledge, Skill and Abilities: The successful candidate must have: Reasonable knowledge and skills necessary to use CATV related equipment, tools, materials, procedures, methods and safety practices required in the installation, maintenance and repair of customer service drops and related equipment. The ability to communicate and write effectively in English to prepare accurate records and reports and to fully understand instructions. Tact in dealing with the public. Possess good mechanical aptitude and the ability to work with various hand and power tools. Possess good hand eye coordination, be in good physical condition and health to possess the sufficient strength, endurance and agility required to perform heavy manual tasks under varying weather conditions as listed under the "Physical Demands of Position Section". Be able to maintain a positive attitude, and communicate and work safely and the ability to work effectively with other employees. Possess reasonable knowledge of the necessary safety precautions to be taken in working from heights and elevated platforms. Successful completion of assigned training programs is required.

Minimum Qualifications: To be considered as a candidate for this position, an employee (he/she) should have the equivalent of the following training and experience: Graduate from an accredited high school with minimum High School Algebra and/or good math skills. Minimum of 6 months experience in the installation and service of customer service drops. Knowledge of the electronic theory and CATV applications. In addition, the candidate shall meet the requirements of the "Safety Precautions" and "Physical Demands of Position" sections. Promotability will be determined by skill, accuracy in the performance of duties, knowledge of Cable TV theory, and basic knowledge of the trade. The successful applicant must have and maintain a valid state of Michigan driver's license. Successful completion of probationary period will be determined by management in conjunction with parameters set forth in the Union Contract and Wyandotte Municipal Services work rules.

Equipment Used: The employee in this classification shall be required to learn to use and properly operate a 27' bucket truck and various other CATV related vehicles. The employee shall use and wear safety equipment such as a hard hat, safety glasses, goggles, and rubber gloves. The employee shall be required to learn to use and properly operate various test instruments and meters, including but not limited to: metallic and optical time domain reflectometers, signal level meters, Volt/Ohm meters, and return path analyzers. The employee must also be able to effectively use ladders, gas and electric drills, saws, pumps, hand tools such as screw drivers, wrenches, and hammers, levers, ropes, slings, block and tackle, various related materials, connectors and devices; and observe all safety requirements while doing so.

Safety Precautions : The successful candidate must be able to become CPR and first aid certified, wear protective equipment such as hard hats, safety glasses, climbing safety belts and comply with all applicable MIOSHA/OSHA safety policies and procedures associated with the industry.

Physical Demands of the Position: The successful candidate must: Be able to work outdoors under extreme and varying weather conditions and indoors in homes and businesses. Be mentally alert, be creative, have good math abilities, have good judgment, speaking ability, and initiative. Be able to meet heavy physical demands requiring 80 pounds lifting, 80 pounds carrying, and 80 pounds pulling. Be able to stand approximately 20% of the time, walk 70% of the time and sit 10% of the time. Be able to perform the required climbing, working from high elevations of 20+', working within confined spaces such as crawlspaces and attics, stooping, kneeling, crouching, crawling and extremes in reaching. Be able to speak, hear (to adjust sound levels), see (color vision required to determine TV color settings,), and have dexterous hands.

Rate: Per Union Contract

APPROVED BY: _____
General Manager