

TRI-COUNTY ELECTRIC MEMBERSHIP CORPORATION

POSITION SPECIFICATIONS/DESCRIPTION

POSITION: Fiber to the Home Installation and Repair Technician
REPORTS TO: Fiber Operations Supervisor
DEPARTMENT: Tri-CoGo
DIRECTS: None
EFFECTIVE: February 1, 2023
EXEMPT STATUS: Non-Exempt

PURPOSE OF POSITION:

To deliver quality fiber-to-the-home broadband internet service by completing residential and commercial installations and repair requests as directed by the Fiber Operations Supervisor. Splice, maintain, and repair all underground and aerial cable used to deliver FTTH broadband service. Promote the sales and delivery of FTTH broadband internet service to the community, acting as a brand ambassador, responsible corporate citizen, and representative of the organization at all times to the communities served by Tri-County Electric Membership Corporation and its affiliates.

JOB SPECIFICATIONS:

Required: High School graduate or equivalent
Valid driver's license
Ability to work off-peak hours to respond to customer needs
Ability to communicate effectively with customers, co-workers, and management
Effective written and verbal communication skills and the ability to work in a team environment
Knowledge of current industry-related terminology, procedures, and equipment
Experience with installing, configuring, and administering a broad range of technologies
Technical troubleshooting skills and logical problem solving
Organization and time management skills with the ability to manage multiple projects simultaneously

Preferred: 5 years' experience in telecommunications (fiber optic, telephone, or CATV)
3 years' experience working with VOIP systems
3 years' experience working with Microsoft operating systems
Experience in a competitive environment providing data, voice, and video services to subscribers
Working knowledge and understanding of broadband and fiber technologies, including but not limited to GPON, fiber connections related to plant, and outside plant in a field setting
Familiarity maintaining and troubleshooting computers and network related technologies, including Apple and Windows based operating systems, TCP/IP, DNS, hardware and software firewalls, routers, unified threat management Solutions, and 801.1B/G/N/AC/AX Wi-Fi technologies

PHYSICAL DEMANDS: *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Must be able to lift 75 pounds unassisted

Must be able to work in confined spaces such as attics and crawl spaces

Must be able to tolerate environmental conditions associated with confined spaces

Must be able to work from a ladder while using the required hand tools

Examples: Work performed primarily while at customer homes in attics and crawl spaces while installing FTTH equipment as needed.

WORKING CONDITIONS:

90% outside - traveling with service territory

10% inside office

Outside in all weather conditions and terrains

Operation of electronic equipment and vehicles

Exposure to hazardous conditions, such as electrical and line apparatus, stray voltage, dogs, insects, reptiles, and toxic vegetation

WORKING RELATIONSHIPS:

Internal: Two-way communication with immediate supervisor to receive direction; to provide work related information; with supervisor to receive training and guidance; with other departments to secure support information and forward necessary correspondence and records.

External: Provides required information to external contractors, as required. Demonstrates an awareness that the job exists to effectively serve each and every customer, and at every opportunity to achieve increased customer and public understanding for support of the Corporation.

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KEY RESPONSIBILITIES/PERFORMANCE STANDARDS DESCRIPTION

FIBER TO THE HOME INSTALLATION AND REPAIR TECHNICIAN TRI-COGO

NOTE: The following are the major responsibilities of this position. They are not intended to cover each aspect of the position as the scope and duties of a given position may change or be temporarily altered based on the business needs of Tri-County EMC and Tri-CoGo. The basic requirement of every position is to perform all tasks as assigned by the supervisor.

- A. Splices/terminates fiber optic cable according to standard procedure and company, governmental, and electrical specifications.
- B. Maintains, tests, and measures fiber optic signal strength using test equipment from street to house.
- C. Installs telecommunications services by identifying and connecting correct fiber strands at the vault/tap; installing permanent or temporary drop if necessary; installing inside wiring; installing fiber optic equipment at the customer premise; connecting wireless devices and testing services.
- D. Communicates independently, effectively, clearly, and professionally with customers, outside technical staff, co-workers, supervisors, and managers. Establishes and maintains considerate and cooperative relationships with co-workers, supervisors, and customers.
- E. Operates hand tools, including but not limited to drills, saws, and test equipment, including but not limited to Optical Power Meters (OPM), Optical Time-Domain Reflectometer (OTDR), Fusion Splicer, and Volt Ohm Meters (VOM).
- F. Maintains vaults and taps as needed. Reports any maintenance required to supervisor.
- G. Travels to sites as necessary and on-demand via company vehicle, complying with traffic laws, safety rules, regulations, and practices.
- H. Accesses fiber, pedestals, and other equipment by climbing ladders, entering crawl spaces or attics, walking through muddy areas or through brush, and by digging.
- I. Maintains equipment, tools, and vehicles in working condition.
- J. Deploys, maintains, and supports VOIP systems.
- K. Communicates with supervisor on status of projects and any issues related to current tasks.
- L. Provides daily and weekly reports of installation activities.
- M. Becomes knowledgeable of and abides by the Board of Directors' approved Georgia EMC Safety Operations Manual.
- N. Performs any other duties as assigned.