**Job Title:** Service Technician

**Department:** Operations

**Reports to:** Service Technician Supervisor

**FLSA Status:** Nonexempt

**Prepared By:** Professional Staff Management, Inc.

**Prepared Date:** 01/08

**Approved By:** Professional Staff Management, Inc.

**Approved Date:** 01/08

**Date Modified:** 03/20

**SUMMARY**:

This position is responsible for the installation and maintenance of customer services and outside plant facilities of telephone, cable television (CATV), data services (may include wireless) for both residential and commercial facilities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Clears trouble reports efficiently and in a reasonable amount of time.

Is responsible for the efficient use of material for job completion.

Maintains a safe work environment.

Installs telephone, cable television (CATV) and internet services at residential and business locations.

Repairs, installs, and maintains outside plant facilities including aerial services, underground services, conduit, and cable splicing.

Lifts and loads equipment and materials onto company vehicles.

Assures dependable and uninterrupted operation of all telecommunications services.

Performs preventative and routine maintenance.

Troubleshoots and identifies malfunctioning or inoperative equipment.

Identifies problems by using electronic testing equipment.

Receives from dispatch, investigates, and resolves trouble tickets.

Works on line-crew when needed.

Serves in standby status for an entire week on a rotating basis.

**SUPERVISORY RESPONSIBILITIES:**

This job has no supervisory responsibilities.

**COMPETENCIES:**

To perform this job successfully, an individual should demonstrate the following competencies:

**Company-related Competencies –**

**Ethics -** Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Job-related Competencies -**

**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Communications –** Places a high level of effort on inter and intra departmental communications. Communicates with co-workers, management, customers, businesses and others in a professional and respectful manner.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

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

**EDUCATION and/or EXPERIENCE**:

High School diploma or general education degree (GED); or one to two years related experience and/or training; or equivalent combination of education and experience**.**

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organizations.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

A valid IN driver’s license is required in this position. A CDL is required. IT Certifications are of value in this position.

**OTHER QUALIFICATIONS:**

This position requires 75% to 100% domestic travel.

**OTHER SKILLS AND ABILITIES:**

Candidates must possess basic skills and knowledge of operating a computer or lap top. Experience with MS Office products is desired. Other IT/IP skill and proficiencies are of benefit.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, occasionally required to, walk, use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, crouch or crawl; and talk or hear. The employee is sometimes required to sit, climb or balance; and taste or smell. The employee must sometimes lift and /or move more than 100 pounds.  Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT:**

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.

While performing the duties of this job, the employee is frequently exposed to outdoor weather conditions. The employee is occasionally exposed to wet or humid (non-weather) conditions, moving mechanical parts, high, precarious places, fumes or airborne particles, vibration, and the risk of electrical shock. The noise level in the work environment is usually moderate.