



## **Job Description: Home Fiber Technician**

**Department:** ISP Operations

**Last Updated:** 11/22/2019

**Reports To:** Supervisor, Fiber Service Coordination

**Classifications:**

<input checked="" type="checkbox"/> Non-Bargaining Unit	<input type="checkbox"/> Exempt	<input type="checkbox"/> Supervisory	<input type="checkbox"/> Senior Staff
<input type="checkbox"/> Bargaining Unit	<input checked="" type="checkbox"/> Non-Exempt	<input type="checkbox"/> Non-Supervisory Management	<input type="checkbox"/> Executive Team

**Supervises:** n/a

*Job descriptions are subject to modification to reasonably accommodate individuals with disabilities, depending on risk to health and safety of the employee and/or others. The basic requirement of every position is to perform all tasks as assigned. Duties and scope of position may change based on needs of the Company. This document does not create an employment contract, implied or otherwise.*

*GLE staff members are required to work in a safe manner in accordance with regulatory standards and requirements and with the procedures listed in the Cooperative's Safety Handbook.*

*Efficient and cooperative work is required of staff, which includes regular, dependable, punctual attendance except when required by law, and timely and accurate performance of duties.*

**Position Summary:**

Install, integrate and troubleshoot various fiber services with customer equipment on the interior and exterior of residential or commercial dwellings while ensuring customers are educated on proper use of equipment.

**Experience/Education:**

- High school diploma or equivalent work experience in addition to proficiency with residential fiber or other wiring/cable installation as well as the customer service function, typically attained through two or more years of experience, or equivalent.
- Valid Michigan driver's license with satisfactory driving record within Company standards.
- Proficient with position specific equipment, including working knowledge of in-home customer technology and devices.
- Proficient with position-specific software and applications.
- Competent with Microsoft Office: Outlook, Excel, Word.
- Competent with general office equipment.

**Essential Duties/Responsibilities:**

- Perform fiber service installations, disconnects, reconnects, service upgrades and downgrades, and relocates for residential or commercial dwellings or other facilities.
- Integrate various company services (internet, telephone) with customer equipment, including connection and set-up of customer-owned, in-home devices.
- Perform work as necessary to conform to quality, security and safety control guidelines and procedures.
- Ensure and record proper levels and signal quality within required specifications on active outlets; Verify no signal leakage or ingress is present in the drop network.

- Troubleshoot escalated service concerns when remote troubleshooting is ineffective.
- Observe respectful and conscientious customer service and housekeeping measures at customer locations; clean premises of all debris and materials after work is complete.
- Educate customer on proper use of services and equipment, including access to help at a later date and additional product offerings.
- Clean, maintain, stock and secure assigned vehicle and equipment.
- Complete work orders, service orders and communicate challenges to supervisor or other staff to ensure efficient scheduling and timely completion of work.

**Significant Duties/Responsibilities:**

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**Working Conditions:**

- Face to face with customers
- Work indoors in confined space, poorly ventilated areas such as attics, basements and/or crawlspaces
- Work outdoors in all kinds of weather
- Exposure to dust, dirt, noise, insects, rodents, pets, and cleaning solutions
- Drive in all kinds of weather
- Required to work overtime as directed
- May be required to work weekends or a second shift
- May be required to be on-call at all times of the day and night

**Required Skills:**

- Ability to effectively read, write and speak the English language to communicate in a clear, straight-forward, and professional manner.
- Critical Thinking: using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Active Listening: giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Active Learning: understanding the implications of new information for both current and future problem-solving and decision-making.
- Problem Solving: identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Coordination: adjusting actions in relation to others' actions.
- Instructing: teaching others how to do something.
- Service Orientation: actively looking for ways to help people.
- Monitoring: monitoring/assessing performance of oneself, other individuals, or organizations to make improvements or take corrective action.
- Judgment and Decision Making: considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Systems Analysis: determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Time Management: managing one's own time.
- Installation: installing equipment, machines, wiring, or programs to meet specifications.
- Troubleshooting: determining causes of operating errors and deciding what to do about it.

- Social Perceptiveness: being aware of others' reactions and understanding why they react as they do.
- Learning Strategies: selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Operation Monitoring: watching gauges, dials, or other indicators to make sure a machine is working properly.
- Equipment Maintenance: performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- Equipment Selection: determining the kind of tools and equipment needed to do a job.
- Persuasion: persuading others to change their minds or behavior.
- Mathematics: using mathematics to solve problems.
- Technology Design: generating or adapting equipment and technology to serve user needs.

**Attributes:**

- Integrity: Exhibits a high degree of integrity and honesty.
- Diplomacy: able to use appropriate diplomacy and tact with members, customers and other contacts.
- Oral Comprehension: able to listen to and understand information and ideas presented through spoken words and sentences.
- Speech Recognition: able to identify and understand the speech of another person.
- Spatial Orientation: able to know one's location in relation to the environment or to know where other objects are in relation to oneself.
- Near Vision: able to see details at close range (within a few feet of the observer).
- Visual Color Discrimination: able to match or detect differences between colors, including shades of color and brightness.
- Depth Perception: able to judge which of several objects is closer or farther away from oneself, or to judge the distance between oneself and an object.
- Peripheral Vision: able to see objects or movement of objects to one's side when the eyes are looking ahead.
- Glare Sensitivity: able to see objects in the presence of glare or bright lighting.
- Hearing Sensitivity: able to detect or tell the differences between sounds that vary in pitch and loudness.
- Time Sharing: able to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Memorization: able to remember information such as words, numbers, pictures, and procedures.
- Selective Attention: able to concentrate on a task over a period of time without being distracted.
- Problem Sensitivity: able to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Deductive Reasoning: able to apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning: able to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Finger Dexterity: able to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Manual Dexterity: able to quickly move hand, hand together with arm, or two hands to grasp, manipulate, or assemble objects.
- Multi-Limb Coordination: able to coordinate two or more limbs (i.e. arms, legs, one of each)

while sitting, standing or lying down. Does not involve performing the activities while whole body is in motion.

- Trunk Strength: able to use one's abdominal and lower back muscles to support part of the body repeatedly or continuously over time without "giving out" or fatiguing.
- Extent Flexibility: able to bend, stretch, twist, or reach with one's body, arms, and/or legs.
- Wrist-Finger Speed: able to make fast, simple, repeated movements of the fingers, hands, and wrists.
- Gross Body Coordination: able to coordinate the movement of one's arms, legs, and torso together when the whole body is in motion.
- Gross Body Equilibrium: able to keep or regain one's body balance or stay upright when in an unstable position.
- Arm-Hand Steadiness: able to keep hand and arm steady while moving arm or while holding arm and hand in one position.
- Number Facility: able to add, subtract, multiply, or divide quickly and correctly.
- Information Ordering: able to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Category Flexibility: able to generate or use different sets of rules for combining or grouping things in different ways.
- Visualization: able to imagine how something will look after it is moved around or when its parts are moved or rearranged.

**Additional Preferences:**

- Reside within a thirty (30) mile radius of the reporting location.

**Problem Solving and Freedom to Act**

Problems are moderately difficult. Methods and procedures are defined but judgment may be required to apply them to work. Work is routine and tasks are directly related.

**Working Relationships/Communications:**

Requires contacts for the purpose of developing or communicating plans, coordinating activities or advising others. Gaining acceptance and influencing others may be necessary.

Internal: Peers, management

External: Members and customers, commercial & industrial (C&I) members and customers, Key Account members and customers, general public, peers, contractors, other utilities and/or municipal systems, emergency response or law enforcement personnel, community businesses