

NETWORK TECHNICIAN- Part-Time

Position Purpose

Perform installation and service of Internet, Metro Ethernet, and SONET services to residential and commercial customers. Troubleshoot and resolve network issues, including customer premises equipment that are causing performance and reliability issues with services. This is a part-time position – approximately 20 hrs per week.

Duties and Responsibilities

- Performs installation and service of residential and commercial Broadband services.
- Installs and maintains interior and exterior cable wiring and hardware for the reception of services
- Insures all wiring is installed in compliance with all National, Local and Company policies, codes and procedures.
- Performs connects, disconnects, service calls, upgrades and relocates.
- Installs additional outlets and install or remove equipment as needed.
- Assures proper signal levels and picture quality.
- Operates company vehicle in a safe and responsible manner.
- Maintains accurate records including time worked, gas consumption and properly record all required information on data devices and/or work orders.
- Responsible for making decisions in order to restore services to normal operational functions.
- Analyze hazardous conditions to prevent damaging electrical, gas and water lines.
- Provide explanations or educate customer on all functions of equipment.
- Operate, diagnose and analyze data from signal level meters and various online tools.
- Work in attics or crawlspaces.
- Other duties as assigned

Knowledge, Skills and Abilities

- Ability to explain the functions and features of all Company products and services.
- Considerable knowledge of personal computer and mobile device setup, configuration and support.
- Ability to make cable connections in tight spaces by bending, reaching or twisting.
- Strong communication and analytical skills in order to communicate effectively with customers.
- Ability to troubleshoot equipment and network.
- Ability to move around obstacles by climbing over and around them.
- Ability to operate basic hand tools and other machinery.
- Understand and utilize tools and test equipment assigned in order to assure it remains in good working condition
- Maintain and care for all assigned equipment in order to assure it remains in good working condition
- Ability to carry and use a 28' fiberglass ladder.
- Ability to make decision with little or no supervision.
- Ability to understand and follow written and oral instructions.
- Willingness to work in a variety of weather and environmental conditions
- Must be able to work overtime as needed.

Physical Requirements

- Must be able to perform the physical life functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing and repetitive motions.

- Must be able to perform heavy work exerting up to 100 pounds of force occasionally and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Must possess the visual acuity to assembly or fabrication of parts at distances close to the eyes; performing mechanical or skilled trades tasks of non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc.; operator of trucks, forklifts, cranes or other equipment; determine the accuracy, neatness and thoroughness of the work assigned.
- Must be able to work in close quarters, crawlspaces, shafts, man holes, small enclosed rooms, small sewage and waterline pipes and other areas which could cause claustrophobia; narrow aisles or passageways.
- Must be able to work outdoors in all types of weather conditions; outdoor experience preferred.

Minimum Education and Experience

High school diploma or GED. Experience in wiring and construction. Previous experience in troubleshooting or installation preferred and cable industry a plus; or a combination of education and experience.

Bilingual a plus.