

Class Code: 5407
Revised: 6/15/20
Reviewed: 8/1/23

COMMUNICATIONS INSTALLATION TECHNICIAN

PURPOSE AND NATURE OF WORK

Positions in the class are skilled technicians primarily responsible for installation and troubleshooting of customer premise Fiber to the Home communications equipment and home and business wiring. Technicians report to the Fiber Optic Foreman, are an important customer / communications utility interface in their frequent customer contact, and have no supervisory responsibility. Works on rotation basis and is on-call on floating weeks.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Receives work orders, assembles tools and equipment, travels to customers' sites, and works inside customers' premises. Installs equipment associated with video, internet and phone. Tests for signal strength and connection activity associated with FTTH equipment. Responds to reports of problems such as failure to connect, of customers unable to troubleshoot televisions, routers, telephone equipment and related. Keeps records and logs appropriate to services rendered, enters information for billing accurately.

Maintains good relations with customers while following policy guidelines pertaining to service connection and availability.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of methods and materials of connecting consumers' residential and business equipment to the FTTH system.

Extensive knowledge of troubleshooting associated with residential and business video, internet, and phone.

Current knowledge of commonly used consumer computer, modem and router equipment, as well as telephone, television, DVD and related home electronics.

Current knowledge of computer operating systems and configurations commonly used by residential and business customers of LUS Fiber.

Ability to analyze and identify problems and quickly solve problems reported by users.

Ability to form and maintain effective working relationships with other Utility personnel, customers, elected officials and general public.

Ability to communicate clearly, verbally or in writing.

DESIRABLE EDUCATION AND EXPERIENCE

Vocational technical school in electronics or equivalent telecommunications specialties supplemented by work experience in wiring, installation, and troubleshooting of residential and business video, internet and phone services; or an equivalent combination of education and experience.