

Butler Electric
Cooperative
A Touchstone Energy® Cooperative 

Install/Service Tech Job Description

Job Classification: Non-Exempt, Full-time

Reporting Relationship: Broadband Operations Manager

Primary Accountability:

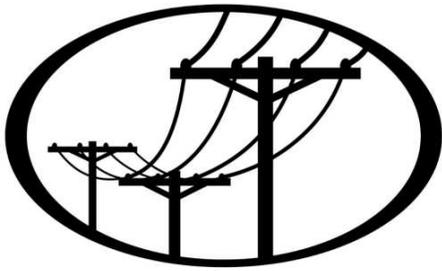
The Broadband Service Tech is responsible for providing excellent installation service and maintaining subscriber side equipment, ensuring that networks are operating correctly and identifying issues which may require changes or upgrades for optimal performance.

Major Duties:

- Maintain inventory of service vehicle and requisition equipment and supplies as needed.
- Maintain company vehicle and equipment per service requirements and safety guidelines.
- Install network components at subscriber sites including point to point and multi-point communications equipment.
- Install mounting attachments to the subscriber's home, as well as implementing a wireless router, interfacing the router to the communications equipment and testing the router for internet access
- Educates and advises subscribers on products on technical matters and recommends appropriate service offerings and/or configurations.
- Ensure subscribers connections are operating correctly
- Communicates with BEC headquarters for connection assistance, new service request and other applicable items
- Participates in job training and safety meetings, as required.
- Loads and unloads material, as necessary.
- Performs additional duties as assigned by the Broadband Operations Manager.

Qualifications:

- High School diploma or GED is required.
- At least three (3) years of related experience or any combination of training is required
- Must be or be able to obtain a Class A certified driver's license within thirty (30) days from date of employment.
- Completion of classes from a vocational technical school is preferred.
- Knowledge of the NEC standard construction and maintenance specifications and regulations.
- Strong understanding and the ability to utilize English, spelling and arithmetic.
- Knowledge of the Cooperative's broadband construction and maintenance needs.
- Knowledge of the Cooperative's geographical area.
- Ability to maintain accurate records, as well as develop reports, sketches and drawings.
- Ability to operate with a thorough knowledge of all safety rules and regulations, tools and vehicles.



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- Ability to interpret diagrams, sketches, reports and other engineering plans.
- Ability to learn the Cooperative's policies, rules and regulations.
- Ability to use ladders and platforms.
- Ability to diagnose service wire and branch circuit faults.
- Ability to build and maintain positive public relations for the Cooperative
- Ability to demonstrate a personality which is pleasant, cooperative and mature.
- Ability to work nights and weekends, as required on an intermittent basis.

Physical Demands:

- Ability to walk and stand to a significant degree.
- Ability to stand, lift, carry, push, pull, balance, stoop, reach, handle, talk, hear, see, grasp, move head and neck and movement across mid-line.
- Frequent lifting and/or carrying of objects weighing up to seventy (70) pounds.
- Ability to climb ladders and/or utility poles and work in high places
- Finger dexterity, manual dexterity, alertness, precision, form perception, motor coordination, auditory discrimination and tactile discrimination.

Work Environment:

- Outside/outdoor environment includes extreme hot and cold temperatures, as well as wet and/or humid weather conditions.
- Mechanical or electrical burn and chemical hazards possible with moderate risk of injury.
- Minimal possibility of exposure to toxic wastes.
- Frequently stressful atmosphere with long or irregular hours.

Additional Duties:

Additional duties and responsibilities may be added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor.

Employee Signature

Date

Supervisor Signature

Date