

MAY 8, 2017

CABLE TECHNICIAN - CONXXUS

POSITION SUMMARY

Under limited supervision, performs basic installations, disconnects, reconnects, and service changes for residential and business customers for Conxxus. Perform basic troubleshooting from tap to customer's electronic devices. Work outside on customer's premises or within customer's home.

ESSENTIAL JOB DUTIES

- Plans daily route, requisitions equipment and supplies, and stocks vehicle; maintains company truck.
- Resolve customer complaints.
- Installs, tests, and troubleshoots services from tap to TV.
- Use small hand tools, power tools, meters, and other test equipment.
- Educate customers in the use of installed products.
- Explain waivers, agreements, customer release forms, charges and billing procedures.
- Completes work orders and other documentation.
- Perform other duties as requested by supervisor

QUALIFICATIONS

- Contribute to the company vision.
- Provide excellent customer communication skills and be willing to work a variety of hours.

- Be educated in technical terms and procedures as associated with cable television and high speed internet.
- Be able to follow detailed instructions and complete all tasks in an efficient manner.
- Excellent customer service skills.
- Must have valid state driver's license, a good driving record, auto insurance, and able to pass pre-employment drug screen test.
- Field service experience with cable, telecommunications, or electronic equipment preferred.
- Skill in using a Windows-based PC a plus.
- Ability to accurately measure distances, using tapes or other measuring devices.
- Ability to adhere to Local, Federal regulations and Company policies.
- Ability to carry, climb and operate extension ladder, (approx. 28 ft high and 75 pounds).
- Ability to drive Company vehicle in a safe and responsible manner.
- Ability to make cable connections in tight spaces by bending, reaching, twisting.
- Ability to operate appropriate computer or test equipment associated with position.
- Ability to prioritize and organize effectively.
- Ability to work independently.
- Ability to work while standing 50 – 70% of the time.
- Ability to work with small components and wires to make cable connections.
- Ability to comply with all Company implemented safety procedures.
- Ability to work with appropriate testing equipment (e.g. signal level meters, ohm meters, etc.)
- Knowledge of basic mathematics and electronics.
- Vision ability: close vision, peripheral vision, and ability to adjust focus.

- Live within the Conxxus service area.

EDUCATION

High School Diploma or equivalent

WORKING CONDITIONS & SAFETY

- 1-33% – Sitting
- 67-100% – Bending, Climbing, Crawling, Crouching, Driving, Hearing, Walking, Reaching, Seeing, Stairs, Standing, Stooping, Twisting

APPLICATION PROCEDURE

Applicants must submit a resume to roxannw@conxxus.com.

The resume must include a resume, three professional references, and a cover letter describing your qualifications for the position.

EQUAL EMPLOYMENT OPPORTUNITY

Conxxus does not discriminate on the basis of race, color, national origin, sex, genetics, religion, age or disability.