



## JOB DESCRIPTION

**JOB TITLE:** Service Technician  
**DIVISION:** Technical & Engineering Operations  
**DEPARTMENT:** Technical

### JOB SUMMARY

- The Service Technician is responsible for performing installations for telephone, internet, and digital cable systems, as well as service changes for residential and commercial customers.
- The Service Technician maintains up-to-date knowledge of equipment and product services in order to educate and answer customer questions.
- Reports to The Technical Operations Supervisor
- There are no direct reports to this position

### ESSENTIAL JOB FUNCTIONS

The Service Technician is accountable for the following items for MaxxSouth Broadband:

- Planning network installations by studying customer orders, plans, manuals, and technical specifications; ordering and gathering equipment, supplies, materials, and tools, assessing installation site; preparing an installation diagram;
- Establishing voice and data networks by running, pulling, terminating, and splicing cables; installing telecommunications equipment, routers, switches, multiplexors, cable trays, and alarm and fire-suppression systems; building ironwork and ladder racks; establishing connections; programming features; establishing connections and integrations; following industry standards; activating remote access tools; coordinating with contractors;
- Verifying service by testing circuits, equipment, and alarms; identifying, correcting, or escalating problems;
- Documenting network by labeling and routing equipment and cables; recording configuration diagrams and specifications;
- Maintaining network by troubleshooting and repairing outages; testing network back-up procedures; updating documentation;
- Maintaining customer rapport by listening to and resolving concerns; answering questions;
- Maintaining safe work environment by following codes, standards, and legal regulations;
- Keeping supplies ready by inventorying stock; placing orders; verifying receipt;
- Updating job knowledge by participating in educational opportunities; reading technical publications;
- Enhancing department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments;
- Other duties as assigned.

### JOB REQUIREMENTS

#### Education and Experience

- High School diploma, G.E.D., or equivalent combination of training and/or experience - required
- Valid driver's license and acceptable driving record - required
- Formal electronics training, NCTI, SCTE Certification or equivalent - preferred
- Ability to perform physically demanding work and lift minimum of 75 lbs. - required
- Ability to work non-standard hours (evenings, weekends, etc.) - required
- Customer relation skills - required

## Other Requirements

- Background record that meets Company standards;
- Reliable means of transportation at all times;
- Present professional appearance and demeanor.

## PHYSICAL DEMANDS

Walking, kneeling, standing, stooping, sitting, driving, hearing, talking, climbing (stairs), vision (close, distant, color, depth perception, adjust focus), and use of hands and fingers. Lifting up to 75lbs. is occasionally needed.

## WORKING CONDITIONS

- The Service Technician is an hourly non- exempt position.
- The Service Technician position is Monday through Friday, or Tuesday through Saturday. Schedules are subject to change which could include evenings, weekends, and holidays.
- Overtime may be required.
- The majority of the work being completed off company premises and outside in all weather conditions.
- Must be able to obtain and continuously maintain compliance status for all applicable governmental regulations, including but not limited to, Department of Transportation (DOT) qualifications and Commercial Driver's License (CDL) regulations.
- The Service Technician will be subject to periodic records check, and will be required to give written approval upon request.
- The Company is a drug-free workplace. Employees are required to adhere to the Company's drug-free workplace programs and policies. Pre-employment testing is mandatory along with random testing throughout employment.

The duties assigned, the hours worked, and the status of this position is subject to change as the needs of the company changes.

## USE OF COMPANY RESOURCES, EQUIPMENT, AND CONFIDENTIAL INFORMATION

Company resources, equipment, and information are provided to employees to facilitate work. They may not be used for purposes other than work without proper authorization. Any unauthorized use of Company resources, equipment, or information is strictly prohibited. Any unauthorized use of customer data or any other company information gained via any company resource is a breach of confidentiality and is strictly prohibited. Any unauthorized use of company resources, equipment information, and/or breaches of confidentiality may be cause for termination of employment.

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required.

I am in receipt of a copy of this job description. I understand my supervisor's explanation of what is expected of me in this position and of each of my questions regarding my job responsibilities. By signing this document, I agree to work towards the successful achievement of the above tasks.

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Employee Signature

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Date