

**Job Title:** Wire Technician  
**Job Title Code:** 14000100 (Un-protected)  
14000200 (Protected)  
**Wage Scale:** 6

**A. JOB RESPONSIBILITIES**

*Responsibilities may include but are not limited to the following:*

1. Provides consistent, respectful and professional internal/external customer care. Initializes and maintains an open line of communication to ensure all customers receive the highest level of customer satisfaction possible.
2. Performs any and all work at the consumer or business customer premises up to and including the Serving Terminal (including fiber drop) for IP enabled non-design products and services, regardless of the technology or equipment involved. This work will include but is not limited to all inside wiring, including but not limited to: COAX, cat3 and cat5; installs, repairs, replaces, disconnects, modifies, downgrades and upgrades Customer Premises Equipment (CPE) such as set-top boxes, residential and home entertainment gateways, home networking, VoIP, Direct Broadcast Satellite (DBS), high speed internet/DSL and Wi-Fi equipment, etc., for all services regardless of the technology or equipment involved; and station connection materials. Verifies all services are working.
3. Installs and rearranges inside wire and jacks.
4. Isolates and corrects any applicable inside wiring problems.
5. Performs programming activities on the hardware and conducts testing with the end-user.
6. Performs necessary cross connection work at the Serving Area Interface (SAI), including the video-ready access device (VRAD), Primary Flexibility Point (PFP), or equivalent, regardless of the technology involved.
7. Performs pair changes.
8. Performs port swaps.
9. Installs and removes bridge tap cancellation devices.
10. In copper cable only, splice the assigned pair to a drop in a ready access terminal that does not have binding post by bridging the copper cable pair into the drop.
11. Keeps detailed record of work activity.
12. Receives work assignments from the supervisor or other designated employee and/or retrieves work assignment and completes orders through the use of a computer.

## A. JOB RESPONSIBILITIES Continued:

13. Uses test equipment.
14. Tests facilities and equipment on which trouble has been reported.
15. Works independently with little supervision.
16. Educates customers on the features and functionality of the services.
17. Makes sales recommendations to customers; demonstrates and recommends additional equipment and services.
18. Works in attics, basements, crawl spaces and other similar places; involves kneeling, stooping, bending, crouching, crawling, etc.
19. Works outside in all kinds of weather.
20. Climbs poles, ladders and works aloft with small tools.
21. Follows established safety procedures. Must be able to safely utilize equipment resources to perform specified physical job duties, i.e., satisfies manufacturers specifications for operation or use of equipment including weight limitations.
22. Lifts and moves loads up to 80 pounds
23. Drives Company vehicle.
24. Perform any other generally related duties and responsibilities as determined by the Company.

## B. BASIC QUALIFICATIONS

*Candidates must meet the following minimum qualifications:*

Testing	Training	Other Requirements
Click links below to see the <a href="#">Non-Management Job Title/Test Matrix</a> and the <a href="#">Test Guides</a> .	<p>The following must be satisfactorily completed for title retention:</p> <ul style="list-style-type: none"> <li>✓ On-the-job and/or classroom training as required</li> <li>✓ SF401 Safe Ladder Handling and Pole Climbing</li> </ul>	<ul style="list-style-type: none"> <li>✓ Satisfactory performance and attendance in present job.</li> <li>✓ Satisfactory background investigation, including driving record.</li> <li>✓ Valid driver's license and ability to drive vehicle with manual shift in some assignments.</li> <li>✓ May be required to meet DOT rules and regulations including DOT certifications.</li> <li>✓ Ability to perceive differences in wire and cable colors.</li> </ul>

### **C. GENERAL WORKING CONDITIONS/PHYSICAL REQUIREMENTS**

*Successful candidates require the ability to:*

- ✓ Work various scheduled tours including day, evening night and split tours covering Sunday through Saturday with overtime and holiday work as required. Tour length will be 8 hours.
- ✓ Perform work at customer's premises and present a professional appearance.
- ✓ Work outside in all kinds of weather and in attics, basements, crawl spaces and other similar places.
- ✓ Climb poles, ladders and work aloft with small tools.
- ✓ Lift and move loads up to 80 pounds.
- ✓ Wear appropriate safety equipment and follows established safety practices and procedures.

### **D. ADDITIONAL FACTORS TO BE CONSIDERED**

- ✓ Experience in electrical, electronic or cable/satellite TV industry.
- ✓ Ability to speak a second language in some assignments.

**Individuals holding this job title may be required to perform the above job duties with or without "reasonable accommodations."**