

Atlantic Broadband Job Description

Job Title: System Technician

Department: Technical

Reports To: Technical Manager

FLSA Status: Non Exempt

Prepared By: Human Resources

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Approved By: Human Resources

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Summary Under general supervision, responsible for preventive maintenance and repair of the plant including the trunk and distribution system. Perform routine maintenance and repairs while providing technical support for the resolution for service related problems.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Must be able to perform the duties of Installer, Installer Repair Technician, and Service Technician.

Troubleshoot and repair problems associated with RF, AC, DC, portion of the forward and reverse plant, such as transmission levels, signal losses, off-air interference, including troubleshooting of optical power.

Perform routine balancing, aligning, and adjustment of components and equipment used to amplify and process signals.

Test main trunk lines using signal meters, volt-OHM meters, spectrum analyzers and other related test equipment on a regular basis, compare findings in the field with documentation. Test power supply on a regular basis and perform field engineering walkout as required.

Monitor and record system leakage and repair drop leakage; comply with requirements outlined in applicable regulations, OSHA, FCC, NEC.

Complete and maintain accurate records including work orders, daily logs and other necessary paperwork.

Collect, analyze and present information on an accurate and timely basis; compile data for inclusion in FCC reports; maintain records, conduct tests, and prepare reports as required.

Clean, maintain assigned equipment, and stock assigned vehicle.

Assure system security by terminating unused ports, lock tag peds/lockboxes.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Integrity- Able to be tactful, maintain confidence, and foster an ethical work environment; prevents inappropriate behaviors by coworkers; gives proper credit to others; handles all situations.

Initiative- Able to bring about great results from ordinary circumstances; prepares for problems or opportunities in advance; transforms leads or ideas into productive business outcomes; undertakes additional responsibilities and responds to situations as they arise without supervision.

Planning, Prioritizing, and Goal Setting- Able to prepare for emerging customers needs; manages multiple projects; determines project urgency; uses goals to guide actions and creates detailed action plans; organizes and schedules people and tasks to achieve maximum efficiency.

Communication- Clearly conveys information through a variety of media (verbal, written, e-mail, v-mail, etc.) in a way that engages the audience and helps them understand and remember the message; listens well.

Self-Development and Continuous Learning- Stays informed of current industry trends; actively identifies opportunities for learning; learns and applies new concepts to improve job performance; shares information with others on the job; takes responsibility for career development.

Customer Focus- Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; addresses and resolves service failures; prioritizes customer needs; makes customers and their needs a primary focus of actions.

Attention to Detail- Able to be alert in high intensity/high risk environments; follows detailed

procedures and ensures accuracy in documentation and data; carefully monitors gauges, instruments, or processes; concentrates on routine work detail and organizes and maintains a system of records.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out simple one- or two-step instructions. Ability to deal with standardized situations with only occasional or no variables.

Certificates, Licenses, Registrations

Valid driver's license, satisfactory driving record within Company require standards.

Other Skills and Abilities

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 climb poles using gaffs, hooks and climbing belt as needed.

Ability to differentiate between different sizes and colors of wires.

Ability to dig in all types of soil to bury cable.

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 perform job from high places (i.e., poles and roofs).

Ability to prioritize and organize effectively.

Ability to use the following hand tools: electric drills, hammers, wrenches, screwdrivers in the installation of cable to the residence and TV set converters.

Ability to walk over all types of terrain in all kinds of weather while carrying tools and equipment, including gaffs, ladders, and fully loaded tool belts.

Ability to work independently.

Ability to work with small components and wires to make cable connections.

Knowledge of basic mathematics and electronics.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to climb or balance and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit and talk or hear. The employee must frequently lift and/or move up to 50 pounds

and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.