



## **Install/Service Technician**

### **Job Description**

There's a pride that comes with connecting people to the world around them. For Medina Fiber customers, that connection point is made possible by our Install/Service Operations teams. From keeping our facilities running smoothly, to working in assigned neighborhoods each day with customer needs and installing when needed. Operations teams work with their hands to connect our customers to the people and entertainment that matters most to them. Being a Technician with Medina Fiber allows you all the benefits of working in a great company, without being stuck behind a desk.

### **About the role:**

Receives work orders, assembles tools and equipment, travels to customers' sites, and works inside customers' premises. Installs equipment associated with the internet and phone. Tests for signal strength and connection activity associated with FTTH equipment. Responds to reports of problems such as failure to connect, of customers unable to troubleshoot ONT, routers, telephone equipment and related. Keeps records and logs appropriate to services rendered, enters information for billing accurately. Maintains good relations with customers while following policy guidelines pertaining to service connection and availability. Performs related work as required.

### **What you'll be doing:**

Essential duties and responsibilities include but are not limited to those listed below:

- Perform new install, reconnects, disconnects
- Install customer premise equipment such as fiber modem, wireless gateway, wireless extenders, etc.
- Install interior and exterior wiring including outdoor NID and splicing
- Connect Medina Fiber network to customer devices such as smart TVs and speakers, home assistants (Alexa, Google Assistant, etc), etc.
- Train customers on proper use of equipment
- Monitor, repair and record system light levels
- Troubleshoot, repair and replace components from MST to consumer devices
- Assure system security locking all field equipment
- Take light level measurements as needed
- Replaces defective/damaged equipment or drop



- Troubleshoots/repairs problems between customer equipment and Medina Fiber premise equipment
- Installs fiber optic lines, light losses and other interference
- Tests for light using and compares findings with documentation
- Performs network troubleshooting including ping test, trace routes and speed test
- Performs Install/Service engineering walkouts
- Other duties as assigned - which may include training other employees
- Implement networks using data links and physical media, deploy LANs using Ethernet and Wi-Fi
- Identify and report all incidents of noncompliance (OSHA and Medina Fiber standards)
- Responsible for motor vehicle per company policy including equipment & tool inventory, vehicle security and vehicle maintenance
- Provide superior customer service
- Complete all tasks to Medina Fiber quality standards
- Maintain professional appearance and behavior at all times
- Maintain excellent attendance

### **What you'll bring:**

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.

- Able to present technical information to a non-technical audience
- Able to work independently
- Able to accurately maintain records, logs, reports, work orders, etc.
- Able to operate office equipment, fax, copier, etc.
- Able to handle escalations and time-critical issues
- Able to read street maps
- Able to work flexible hours as required, including evenings, weekends and on-call shifts
- Must have a valid driver's license and good driving record

### **Education/Experience:**

Position requires a high school diploma or equivalent. One to two years of experience in the fiber & communication industry. Install/Service experience is preferred.

### **Computer Skills:**



Basic computer skills are preferred, including internet and email. Microsoft efficiency is preferred.

**Physical Demands/Working Conditions:**

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.

- Ability to work while standing most of the time
- Ability to walk or work over all types of terrain, in all types of weather
- Ability to carry tools and equipment
- Ability to work in tight spaces while bending, twisting and reaching
- Ability to carry, climb and operate extension ladder (approx. 28' & 75lbs)
- Ability to differentiate between different sizes and colors of wires
- Ability to perform work in elevated places (i.e., roofs and utility poles)
- Ability to use drills, hammers, wrenches, screwdrivers and other hand tools
- Ability to work with small components
- Ability to use close vision, peripheral vision and adjust focus
- Ability to work in poorly vented areas such as attics, in extreme temperatures
- Ability to move, crawl, bend, stoop, kneel, crouch, reach, pull, push, and grasp
- Ability to lift up to 90 pounds
- Physically able to work computer equipment and test equipment
- Ability to work in environments that may contain dust, dirt, noise, insects and cleaning solutions
- Ability to work safely near power lines and electrical equipment
- Ability to drive company vehicles in a safe manner
- Must be able to meet the physical limit requirements of personal protective equipment, aerial lift equipment, ladders and/or gaffs that may be used in this
- The ability to multi-task is a must
- Team-first mentality

**Reporting To:** Director of Operations

**Employment Type:** Full-time

**Travel:** TBD

**Relocation Package:** None



## **Medina Fiber Equal Opportunity Program Policy**

The employees of Medina Fiber represent a talented and diverse workforce. Achieving the full potential of this diversity is a business priority that is fundamental to our competitive success. A key element in our workforce diversity programs is Medina Fiber' commitment to equal opportunity.

Business activities such as hiring, promotion, and compensation of employees, are conducted without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, situation or age. These business activities and the design and administration of Lit's benefit plans comply with all applicable laws, including those dealing with equal opportunity. For qualified people with disabilities, Medina Fiber makes workplace accommodations that comply with laws applicable to the company, and which Medina Fiber determines are reasonable and needed for effective job performance. In respecting and valuing the diversity among our employees, and all those with whom we do business, managers are expected to ensure a working environment that is free of all forms of harassment.

This policy is based on sound business judgment and anchored in our Medina Fiber values. Every manager at Medina Fiber is expected to abide by our policy, and all applicable laws on this subject, and to uphold our commitment to workforce diversity.