



BARBOURVILLE UTILITIES

Job Title: Fiber Broadband Technician
Department: Telecommunications
Reports To: Telecommunications Director
Location: Field Operations
Date Prepared: May 31, 2018

GENERAL DESCRIPTION OF POSITION

Under general direction, a Fiber Broadband Technician is responsible for the installation, repair, and maintenance of fiber optic connections and equipment for the delivery of broadband. The technician will connect customer equipment and networks to BUC services and may be required to perform a variety of other duties as assigned in addition to those listed below.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Installs fiber optic cable and equipment for the delivery of services from the network access point to homes and/or businesses, including wiring homes/buildings and/or connecting homes/businesses to the systems.
2. Responsible for the installation and interfacing of customer networks to BUC services.
3. Performs fiber tests with an OTDR, power meter, and visual fault locator.
4. Detects malfunctions in equipment, makes all possible repairs and adjustments, and reports all problems to proper departments.
5. Troubleshoots wiring and equipment; replaces or repairs damaged equipment.
6. Completes paper work properly and in a timely manner.
7. Disconnects service for non-payment; retrieves equipment upon request; reconnects as requested following payment.
8. Provides accurate equipment location, splicing and terminating records for the fiber database.

9. Pre-wires/post-wires new homes/businesses for network during and/or after construction stage; and rewire existing structures as needed.
10. Assists with installation of lines and poles, bonding/grounding poles, splicing in equipment, switching from old to new equipment, etc.; removes old lines and poles.
11. Performs fiber/cable service calls.
12. Performs on-call duties as scheduled.
13. Assists other Divisions as requested.
14. May be asked to help answer tech-support calls.
15. Perform any other related duties as required or assigned.

QUALIFICATIONS

- *2 years of Telecommunications technical experience preferred
- *Proficiency with computers, wireless routers, diagnostic equipment, and complex machines
- *Experience with the following equipment: fusion splicer, cleavers, fiber optic strippers, buffer tube splitter, OTDR, power meters, traffic identifiers, VFL, rodders, ladders, and bucket trucks.
- *Ability to use basic cable installation tools and hand tools
- *Perform jobs from high positions (poles/roofs), climb poles with proper equipment (safety belt, strap, climbers,) appropriately and safely use ladders and bucket trucks (18 to 20 feet,) as determined by the system's requirements.
- *Ability to communicate effectively and professionally with all audiences including customers, co-workers, and other community members.
- *Previous experience working in a customer service environment, and a professional work appearance.
- *Basic knowledge and familiarity with consumer home electronics such as Smart TVs, HDTVs, Blue Ray players, and home theater systems.
- *Must also have map reading skills, basic math, and reasoning skills as well as the ability to communicate via email, and telephone.
- *Team player with the ability to also work independently.

EDUCATION AND EXPERIENCE

Graduation from high school or equivalent is required, further education may be advantageous.

REQUIRED LICENSES

Must possess and maintain a valid Kentucky driver's license and safe driving record.

ENVIRONMENTAL CONDITIONS

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

While performing the functions of this job, the employee is frequently exposed to work in high, precarious places, outdoor weather conditions, risk of electrical shock, moving traffic, and may occasionally be exposed to work near moving mechanical parts, fumes, airborne particles, and toxic or caustic chemicals. The noise level in the work environment is typically moderate.

ADDITIONAL INFORMATION

Must be able to respond to calls in emergency situations within thirty minutes of emergency call. At all hours in all weather conditions.

DRUG AND ALCOHOL TESTING

All Barbourville Utilities workers are subject to Random Drug and Alcohol Testing.