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|------------------------|---|---------------------|-------------------|
| <b>Position Title:</b> | <b>Business Installation Technician</b> | <b>Department:</b>  | <b>Operations</b> |
| <b>Reports To:</b>     | <b>Network Operations Supervisor</b>    | <b>FLSA Status:</b> | <b>Non-Exempt</b> |

### **General Summary:**

Installs, maintains, and services customer premises equipment used to deliver voice, data, video, security and managed IT services to business customers. Responsible for installation planning, pre-sales consulting, wiring layout, equipment installation and post installation documentation. Provides clear and effective communications to our business customer community. Performs other work as business needs demand including but not limited to install, repair, and support outside plant facilities generally used to provide residential and business services.

### **Essential Job Functions:**

- Installs data networking equipment such as switches, routers, Wi-Fi access points, firewalls, surveillance cameras, etc., as needed to deliver hosted VoIP, managed Wi-Fi and other managed IT business services.
- Provides IT consulting services as needed to assist customers with their IT needs including PC and Server support, network security, Cloud services and other IT related technologies.
- Provides pre-sales technical consulting and installation for commercial security and surveillance systems including burglar alarms, cameras, access control solutions and other related hardware and software.
- Supports data networking equipment for business customers including switches, routers, wireless access points, ONT's, set top boxes, surveillance cameras and customer devices.
- Maintains and repairs existing equipment by using troubleshooting tools to identify root cause. Replaces equipment and ensures all services are running efficiently.
- Acts as initial contact for PRTC's operations and is expected to act as public spokesperson for the Company, often explaining difficult or complicated information including technical and sales-oriented information.
- Communicates independently, effectively, clearly, and professionally with customers, outside technical staff, employees, supervisors and managers; establishes and maintains considerate and cooperative relationships with co-workers, supervisors and customers.
- Coordinates with accounting, commercial, and other departments on service installations and changes to update billing and other company records.
- Complies with all RUS specifications, industry standards, safety rules and regulations, and company policies.
- Completes all installation and repair-related documentation and reports.



- Performs all other related duties as assigned by management.\*

*\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

### **Knowledge, Skills, and Abilities:**

- Strong computer skills and a working knowledge of software programs such as Microsoft Office, email, web browsers and other network utilities. Must have ability to type.
- Strong knowledge of data networking technologies such as Ethernet, IP, Wi-Fi and computer operating systems.
- Knowledge of basic electronics, specification sheets, and circuit diagrams.
- Knowledge of telecommunications plant equipment operations and maintenance.
- Knowledge of company products, services, policies and procedures.
- Knowledge of home/commercial security systems and related technologies. Specifically Qolsys and Alarm.com.
- Work effective, with minimal supervision, with other operations and engineering staff.
- Understanding of plant testing techniques for copper and fiber-optic cables.
- Ability to communicate with co-workers and various business contacts in a professional and courteous manner.
- Knowledge of telco plant operations, cable records, RUS and other standards, and splicing techniques and equipment.
- Ability to read and interpret documents such as Visio diagrams, building floorplans and technical manuals.
- Ability to work independently and make sound technical decisions using information at hand.
- Ongoing need to stay abreast of telecommunications and IT technology, including emerging IT and telecommunications standards.
- Preparation of trouble reports, work logs, truck logs, and other regulatory/standard forms.

### **Education and Experience:**

- High school degree required.
- A+ or Network+ certification or equivalent is required.



- Knowledge and skills usually acquired through training in basic electricity and/or two or more years of experience in telephone plant operations.
- One or more years of IT training, certification and experience preferred.
- Experience and knowledge in data network troubleshooting techniques.

**Evaluation Criteria:**

- Computer operating system and hardware knowledge
- Data networking expertise, especially in regards to understanding theory of ethernet, IP and Wi-Fi technologies.
- Familiarity with computers, security systems, data networks and software programs.

**Physical Requirements:**

| PHYSICAL REQUIREMENTS  | 0-24% | 25-49% | 50-74% | 75-100% |
|--|-------|--------|--------|---------|
| Seeing: Must be able to read service orders and trouble reports.                               |       |        |        | X       |
| Hearing: Must be able to hear well enough to communicate with employees and business contacts. |       |        |        | X       |
| Standing/Walking: Must be able to move about work site.  |       |        | X      |         |
| Climbing/Stooping/Kneeling: Must be able to stoop, kneel and crawl to perform installations.   |       | X      |        |         |
| Lifting/Pulling/Pushing: Must be able to lift at least 40 lbs.                                 |       | X      |        |         |
| Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.                 |       |        |        | X       |

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

*Somewhat disagreeable working conditions due to the continuous exposure to one or more of the elements listed above. Exposed to one element continuously or several elements occasionally, but usually not at the same time.*

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.