Position Description

TITLE: Broadband Specialist (Installer)
REPORTS TO: Supervisor, Technical Operations

GENERAL RESPONSIBILITIES:
Performs a variety of duties pertaining to cable television installation, high speed data networking, including routers, for transmission or transport of voice, multimedia, or data. Servicing customers’ homes, apartments, and commercial properties. Responsible for some routine maintenance and repair of distribution. Requires involvement in system troubleshooting due to equipment and/or power failure.

SPECIFIC RESPONSIBILITIES:
- Generate additional company revenue through effective sales techniques and by offering information about product options, sales campaigns and promotions.
- Makes customer drop installations (exterior and interior) complete from tap to antenna terminals on customer equipment in both single and multiple unit dwellings, including pre-wired units.
- Performs new connect, reconnects, requested and non-pay disconnects; adds outlets; installs and/or removes converters; performs upgrades and downgrades of service.
- Analyzes picture quality and judges acceptability of picture delivered following installation of cable service.
- Manipulates connectors, fasteners and wire and uses hand tools. Uses customary CATV hand and power tools in performance of job duties.
- Completes appropriate paperwork functions as prescribed by system management.
- Reads signal levels through use of field strength meter; adds and subtracts levels in installation problems; installs connectors on different types of drop cable; maintains proper clearances; installs tap-off devices.
- Informs customers of FCC Rules and Company policies as they pertain to customers.
- Climbs poles with proper equipment (safety belt, safety strap and climbers), ladders or other structures as needed. Lifts and carries loads up to 75lbs (including line ladder); Works within limited confines, such as crawl spaces.
- Drives Company vehicles in performance of job duties; uses bucket truck when required
- Performs other duties such as clean-up and salvage of wrecked out materials; provides general assistance to other employees as directed.
- Troubleshoots common system and drop line faults and corrects outside distribution problems of all kinds; calculates signal level losses, insertion losses, cable losses, taps and splitter devices of all distribution lines; uses VOM or DMM to check shorts, opens and voltages; uses available test equipment to locate underground cables and determines cable faults.
- Install and connect Ethernet network interface card in customer computer or USB port. Install and configure Network IP setup for the Ethernet network interface card
- Makes periodic checks of system performance as prescribed by authorized administrative personnel.
- Responds to and corrects customer service problems.
- Keeps records and renders reports relative to system operations as prescribed by the system.
- Ground tap boxes or places rod or wire which serves as ground for future installation or subscriber service drops.
- Calculates signal level losses of all cable lines and devices.
- Reads and understands all plant blueprints and draws minor blueprints.
- Performs customary CATV aerial and underground construction, including all passive and active devices found in distribution lines.
- Maintains, repair and troubleshoot problems associated with the return system such as return levels, signal loss, off air interference and equipment failure. Checks and maintains all types of system power supplies.
- Sets up line extender and bridger amplifiers, including calculating proper pads and equalizers as required, using a field strength meter.
- Must meet sales goals as set by department/system. On Call duty will be required.

PREFERRED EXPERIENCE/SKILLS:
- High school diploma or GED. Trade school training.
- Service as Installer for at least six months, or equivalent previous experience.
- Customer Service experience is required.
- Good written and oral communication skills.
- Ability to work in all weather conditions and at various heights.
- Ability to work flexible work hours, including evenings, weekends, holidays and overtime as required.
- Valid driver’s license; satisfactory driving record.
- Knowledge of PC’s, client/server architectures, bridges, local area networks, wide area networks, and IP networks are highly desired.

APPLICATION INSTRUCTIONS:
To apply for this position, please submit your resume via the method listed below:
Website: mediacomcable.com/careers

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