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Position Title: Broadband Service Technician
Reports to: Field Services Manager
Classification: Non-Exempt
Position Type: Full-time

Position Summary:

The Broadband Service Technician is primarily responsible for the installation, maintenance and customer experience of residential and commercial data, voice, and video fiber services, along with wireless internet and related communications equipment. The Broadband Service Technician performs the responsibilities of this position through the utilization of necessary computer and telecommunications trade tools, including both hand and power tools.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Perform all necessary activities in the installation, testing and maintenance of fiber and wireless services and related communications equipment, including the splicing of fiber optic cable. Installation may require running, reusing, or burying Coaxial, Cat 5, or fiber wiring.
2. Inspect fiber, satellite, or wireless installations to ensure quality control of required codes and procedures.
3. Must be able to communicate detailed information with the customer regarding installed services, equipment and features.
4. Maintain accurate documentation and complete required paperwork with legible handwriting and proper grammar.
5. Perform data entry on a computer or mobile device including, but not limited to, work orders, customer information, correspondence, and documentation.
6. Communicate and work well with co-workers to promote a team environment as well as work independently in the field with little or no supervision.
7. Understand and utilize safety and protective equipment.
8. Properly use and keep in good working order all trucks, tools and assigned equipment.
9. Attend training and/or courses relating to area of work (overnight stays may be required). Daytime hours may fluctuate and some evening hours, Sundays, and holidays may be required to support the business needs of United Services.
10. Provide efficient, courteous service to customers and the general public.
11. This position is safety-sensitive and the employee must learn and comply with all of the Corporation's safety policies, procedures, rules and regulations, in addition to all other policies, procedures, rules and regulations related to the position of employment.
12. Perform all other duties that may be assigned by the CEO, CDO, or designee.

Competencies:

The knowledge, skills, and behavior required for successful job performance.

Core Competencies

- Business Acumen: Integrates business, organization and industry knowledge to one's own job performance.
- Personal Effectiveness: Demonstrates a professional presence and a commitment to effective job performance.
- Interaction with Others: Builds constructive working relationships characterized by a high level of acceptance, cooperation, and mutual respect.
- Problem-Solving: Exercises good judgment to make well-informed decisions and to develop and implement effective solutions.

Role-Specific Competency

- Customer Focus: Treats customers as a priority, being proactive in anticipating their current and potential future needs; effectively educates customers about services provided; maintains composure at all times, even after difficult interactions; displays empathy in difficult situations, treating each customer individually based on the situation; builds and maintains positive relationships with both internal and external customers; maintains the "United" image, providing a uniform message without placing blame on team members.

Required Education and Experience:

1. Education: High school diploma or equivalent
2. Experience: Entry Level 0 to 12 months experience
3. Skills: Common knowledge of consumer computer equipment/router devices, as well as telephone, television, and related home electronics. Working knowledge of hand and power tools.
4. Must be able to respond to service outages within 15 – 30 minutes as required; have or acquire a thorough knowledge of first aid and CPR; must have and maintain a valid Missouri Class E driver's license.

Preferred Education and Experience:

1. Education: Trade School training and/or certification
2. Experience: Twelve months of previous experience in customer premise installation of electronic equipment or low voltage wiring.
3. Skills: Previous experience with CAT 5 and COAX wiring and cabling of consumer electronics. Current knowledge of computer operating systems and configurations commonly used in residential and commercial environments.

Supervisory Responsibilities:

This position has no supervisory responsibility of personnel.

Physical Demands:

This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling and climbing. The employee must frequently lift and/or move items over 50 pounds. This position requires the ability to work in high or tight spaces, including attics, crawl spaces and from ladders. This position must be able to work inside and outside in inclement weather, including extreme heat and cold.

Working Conditions:

This is a full-time position. This position will primarily report to the Savannah office but may occasionally be required to report to the Cameron office, Maryville office and/or Excelsior Springs office. The position will be required to travel during the workday throughout the service area. Standard days of work are Tuesday through Saturday and hours are depending on business needs. This position must be able to work flexible hours outside normal business hours, including overtime, Sundays and holidays as required. This position also requires the ability to be "on-call" as assigned. This position is required to work outside in inclement weather at any time.

Other Duties:

Please note this position description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time or without notice. This position description is not deemed an employment contract and does not waive the employment at-will doctrine governed by the state of Missouri.

Failure to fulfill the requirements of this position description, changes in economic conditions, changes in operational policies or procedures, and/or other conditions or reasons may result in the elimination of this position and/or employee termination.

Employee Signature

Date