

Job Description
Fiber Installer
Jackson Connect, LLC
A division of Jackson County REMC

"The achievements of an organization are the results of the combined effort of each individual."

Department: Broadband

Position Summary:

This position is responsible for the installation of fiber to the home services to customers.

Reports to: Facilities Engineer

Supervises: None

Essential Duties:

1. Installs protectors and demarcation devices (including FTTH NIDS) at customer locations and prepares cabinet sites in accordance with company standards.
2. Install, configure, and test the premise equipment (ONT's, routers, etc.) including Wi-Fi configuration and setup.
3. Assist member with connecting devices to Wi-Fi and wired networks.
4. Be able to splice fiber, install, terminate and test cat-5/6 and coaxial cables, route fiber and/or cables from the outside to the inside of a home or business as needed.
5. Perform quality control of contractors as needed.
6. Troubleshoot and repair all wiring connections, including GPON fiber, and test the quality of service to resolve issues and replace any equipment as needed.
7. Coordinate with the Facilities Engineer, Technology Manager and other Broadband staff as needed for maintenance and installation issues, to work toward a timely resolution of customer issues, and coordinate with customer service representatives on other customer issues.

Other Duties: Performs other duties from time to time according to the needs of the Broadband Department and Jackson Connect, LLC as a whole.

Working Conditions and Physical Demands:

The majority of the work will be in the field. Outside work will be required in all types of weather conditions with relief from extreme heat and cold not always possible. Some work will be required both after normal office hours and on weekends. The amount of such work will depend on need and may vary significantly from one time to another. Must be in good physical condition in order to meet the physical demands of the job. Must be capable of lifting and carrying 50 pounds. Must have good eyesight and hearing for customer communication and surveying.

Skills/Qualifications Required:

1. High school diploma required, 1-3 years' experience preferred.
2. Valid Indiana Motor Vehicle Operators License.
3. Good communication skills in order to effectively communicate with customers and contractors to work through issues and resolve conflicts.
4. Working knowledge of computers, tablets, iPads, smartphones and other electronic devices.
5. Proficiency in reading and mathematical computations.
6. Good problem solving and comprehension skills.
7. Handwriting clearly legible.
8. Working knowledge of Jackson County REMC/Jackson Connect operations and service territory.

9. Working knowledge in all applicable tools, tricks and related equipment.
10. Ability to work unsupervised.

Critical Traits:

1. Works safely, and looks out for co-workers and the general public.
2. Exhibits keen disposition for providing great customer service.
3. Represents Jackson County REMC and Jackson Connect, LLC well in appearance, conduct, knowledge, and professionalism.
4. Is familiar with and abides by Rural Electric and Jackson Connect, LLC policies, guidelines, and code of ethics.
5. Is a team player contributing to support the mission of Jackson County REMC and Jackson Connect, LLC.
6. Is good steward of the Rural Electric's and Jackson Connect, LLC resources.
7. Exhibits keen disposition for providing great customer service.
8. Punctual and attentive to established work periods and allowed rest-times.
9. Maintains and or acquires the skills necessary to perform job functions.
10. Seeks more efficient and effective ways to carry out his/her responsibilities.
11. Available when needed for both regular duties and during system emergencies.
12. Successfully performs duties in a quantity, quality, and timeliness to be effective.
13. Expects change both internal and external and adapts positively.
14. Accepts responsibility for own actions and for accomplishing, needed tasks.

Stipulation: Each position at Rural Electric and Jackson Connect, LLC will evolve according to the needs of the organization. While this job description is generally descriptive of the position, it is not all-inclusive.