

## Job Description – Broadband Installation Technician

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**Title:** Broadband Installation Technician

**Reports to:** Network Systems Specialist / Internet Lead

**Based at:** Collins Communications Inc. Main Office – Gillette, WY

**Department:** Internet Services

**Apply:** Via Email: [cmorris@ccihq.net](mailto:cmorris@ccihq.net), In Person: 3795 Collins Road, Gillette, WY, Via Fax: (307) 686-2145

**Job purpose:** Perform Fixed Wireless and DSL Internet installations in Residential and Commercial locations. Troubleshoot and repair existing installations.

**Pay Rate:** \$14.00 - \$18.50 per hour DOE

### Key responsibilities and accountabilities:

1. Operate hand tools and power tools in a safe manner including drilling into and attaching equipment to customer's home and businesses.
2. Installation of broadband antenna equipment including but not limited to; 19" 5.2GHz & 5.7Ghz Dishes, 19" 2.4GHz Antennas and brackets necessary for attaching these antenna types to the exterior of homes and businesses.
3. Knowledge of various cable and connector types including but not limited to; cat 5 cabling and LMR-400 Cabling ability to route cable from exterior to the interior of a location keeping in mind the ascetics of the building, grounding, broadband routers, switches and all connectors applicable for this type of cable
4. Install and configure NIC cards for customer's PC.
5. Connect customer's PC to broadband router.
6. Knowledge and ability to configure WIFI 802.11 Wireless Networks
7. Install and configure networking systems and components.
8. Clearly explain all services and equipment operation to customers.
9. Promote additional services available to our customers and potential customers.
10. Complete all necessary paperwork and documentation in a timely and accurate manner.
11. Operate two-way radio/cell phone in accordance with company policy
12. Any other duties as assigned by the lead technician.

### Computer Skills:

- Proficient with Windows 2000/XP/98 and MS DOS
- Ability to configure TCP/IP settings on windows 98,2000, XP and Macintosh
- Use of PC based applications to program and diagnose various communications equipment
- Proficient with Microsoft Word and Excel to create and edit documentation.



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### **Qualifications:**

- Clean driving record and valid driver's license.
- Self Motivated
- Customer service oriented and professional in appearance
- Must be willing and able to work after normal business hours with on call duties
- Ability to work alone and be able to evaluate the work completed to assure its quality.
- Working in a safe and effective manner, keeping work area clean at all times.
- Collins Communications Inc. is a drug free workplace, all employees are required to successfully complete a pre-employment drug screening.
- Ability to communicate effectively, both orally and in writing.

### **Education and Experience Requirements:**

- A+ or Network Certification
- 1 year experience working with PC's and TCP/IP Networks

### **Supervisory Responsibilities**

- No formal supervisory responsibilities

### **Physical Demands:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work involves walking, talking, hearing, using hands to handle, feel or operate objects, tools, or controls, and reaching with hands and arms. Vision abilities required by this job include close vision and the ability to adjust focus.

Employee will be required regularly to work from ladders and Roofs.

The employee may be required to push, pull, lift, and/or carry up to 50 pounds.

The noise level in the work environment is usually moderately quiet.

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**I have read and fully understand these job standards are to be performed as part of my condition of employment at Collins Communications Inc.**

