



Fiber Installation/Repair Technician 1

EEO Group: Trades and Crafts

Overtime Status: Non-Exempt

Reports To: Fiber Installation/Repair Coordinator

Summary:

Performs in-premise fiber, ethernet, and electronic installs in residential and commercial buildings. Installs, maintains and removes fiber optic drops on premise location utilizing splicing equipment, installs, maintains, tests and removes and splices distribution and backbone fiber. Trains and educates customers on how to fully utilize internet connected equipment including voice and video products. Recommends the correct services for the customer based on their use and need. Markets products in group and individual settings.

Essential Functions:

- Follows all safety rules and procedures including good housekeeping as well as care and inspection of equipment and tools
- Safely, efficiently and properly installs, prepares, removes, troubleshoots, tests and maintains in-premise electronics, fiber, Ethernet and related equipment determining placement of equipment for meeting customer needs, best propagation of signals and lowest cost keeping work site neat and orderly
- Works with In-Premise Install team to develop best practices for installation of in-premise equipment by contractors or Gibson Connect or Gibson EMC employees
- Trains and educates customers on how to connect and utilize internet connected equipment and markets Gibson Connect services to match the needs and use cases of the customer
- Resolves customer complaints as quickly as possible and whenever possible to the customer's satisfaction. Follows up on customer complaints and assists customer within authority. If resolution extends beyond established authority, involves supervisor. If contacted by customer after hours, notifies appropriate personnel to ensure members' needs are met timely.
- Markets and educates customers of Gibson Connect and Gibson EMC services in group and individual settings including participation on a marketing strategies team
- Calls and/or visits residential and commercial locations to sell Gibson Connect products and services. Professionally represents Gibson Connect in appearance and behavior.



Fiber Installation/Repair Technician 1

- Safely, efficiently and properly installs, prepares, removes, troubleshoots, tests and maintains all types of telecommunications and fiber line equipment and apparatus as required or directed. Splices fiber cable to industry standard quality and effectively operates all fiber optic testing, troubleshooting and locating equipment. Willingly assists other employees as needed.
- Safely, efficiently and properly installs, maintains and removes fiber optic drops on premise location utilizing splicing equipment. Installs, maintains, and removes and splices distribution and backbone fiber
- Responds quickly to outages, locates problems and performs maintenance on fiber lines
- Follows and interprets maps, specification and staking sheets
- Safely operates all types of vehicles and associated equipment with professionalism and care
- Informs supervisor of work performed, including changes from specifications shown on staking sheets
- Assists with inventorying; accounts for materials
- Completes all required paperwork (including time sheets, mileage sheets, truck reports, staking sheets, meter sets, material sheets, material requisition forms, and accident reports) properly and timely
- Attends all safety meetings. Participates in training to stay abreast of all safety rules and regulations, best practices for fiber splicing, maintenance and construction
- Makes recommendations to direct supervisor regarding process improvement and problem resolution when independent action would exceed scope of authority
- Complies with Gibson Connect's policies prohibiting harassment and discrimination and immediately reports possible violations to VP of HR and Member Services
- Complies with Gibson Connect's Drug-Free Workplace policy and immediately reports possible violations to division VP and VP of HR and Member Services
- Complies with all policies, safety rules and procedures; and immediately reports possible violations to division VP and VP of HR and Member Services
- Assists with annual meeting as needed
- Informs supervisor of work performed, including changes from specifications shown on staking sheets
- Performs other duties as required.



Fiber Installation/Repair Technician 1

Competencies:

- Technical capacity
- Customer/client rapport
- Communication proficiency
- Professionalism and dependability
- Initiative
- Collaboration
- Microsoft Excel and Word
- Organization

Equipment Requirements (must be able to effectively use):

Gibson Connect vehicles (including pick-up truck, bucket truck, and forklift), trailers, four-wheeler, radio, personal computer, printer, copy machine, facsimile machine, hand tools and telephone

Software Requirements (must be able to effectively use):

Customer Information System, General Accounting Information System, e-mail, mapping, word processing, excel, GIS/mapping

Education Degrees, Certificates, Licenses, and/or Training:

Required:

- High school diploma or the equivalent
- Valid Tennessee Driver License
- Valid CPR/First-Aid Certificate

Preferred:

- Certifications or courses related to technical services, information technology and fiber/telecommunications
- Certifications or courses related to distribution utility safety

Experience, Knowledge, Skills and Abilities:

Required:

- One or more years of experience performing in-premise telecommunication installation and troubleshooting in-premise equipment and services



Fiber Installation/Repair Technician 1

- Skills and ability to splice any type of fiber cable to industry standard quality and effectively operate all fiber optic testing, troubleshooting and locating equipment.
- Skills and ability to install/maintain/remove in-premise fiber and fiber optic drops; splice any drop fiber in customer premise location utilizing splicing equipment; install/maintain/remove fiber-based customer premise equipment; and as authorized and approved, install/maintain/remove and splice distribution and backbone fiber
- Knowledge or ability to acquire knowledge of the telecom and fiber distribution system in the service area, such as location of lines, splice points, recovery loops, electronic equipment etc.
- Ability to learn the Company mapping system and software and have the ability to read and interpret maps to others.
- Ability to respond to duty calls any hour of the day or night, weekends or holidays, as well as in any kind of weather. Must perform on-call when assigned or arrange for on-call to be performed by another in same position. Must be accessible by telephone and respond to call-outs. Inability to respond to call-outs should be rare.
- Knowledge of all Gibson Connect safety regulations and have the ability to perform duties in a safe, efficient, proper and economical manner
- Knowledge of Gibson Connect objectives, history and operations.
- Ability to immediately acquire all personal tools and safety equipment essential to proper performance of duties
- Ability to determine when a hazard exists that cannot be worked normally and request instructions from a supervisor
- Ability to effectively and courteously communicate in person and by telephone
- Ability to effectively and professionally communicate in writing
- Ability to maintain professionalism and effectively perform in stressful situations
- Ability to effectively resolve non-routine problems
- Ability to effectively and professionally perform multiple tasks simultaneously
- Ability to meet deadlines under pressure
- Ability to read and comprehend, especially technical comprehension
- Ability to maintain strict confidentiality of externally sensitive information
- Ability to professionally represent Gibson Connect and work on a one-to-one basis, as part of a team, and with groups



Fiber Installation/Repair Technician 1

Preferred:

- Three or more years of experience in telecom field, preferably performing in-premise telecommunications installation and troubleshooting in-premise equipment and services, as well as in fiber splicing

Physical Requirements (must be able to):

Distinguish colors; exhibit visual depth perception; extend neck to look above, down and side to side; reach overhead, forward and to the side; extend back; use both hands and fingers, grip, and twist wrist; bend/ stoop; squat/crouch; twist; work on hands and knees; sit and stand for long periods of time; walk long distances and on uneven terrain; maintain arm-hand steadiness; work at heights using a ladder and/or bucket for long periods of time, lift and carry weights of up to 50 pounds for 20 feet; and push and pull weights up to 100 pounds

Working Conditions (must be able to):

- Work eight hours per day, five days a week
- Work an on-call fiber rotation if needed, including weekends, nights and holidays
- Respond immediately to 24-hour call-out and work overtime as needed, including weekends, nights, and holidays
- Primarily inside work, but some outside in inclement weather, including temperature extremes
- Work in non-conditioned areas of customer premises including crawl spaces and attics
- Drive throughout West Tennessee and West Kentucky
- Extensive travel throughout Gibson Connect's service area and some travel including some overnight and outside Gibson Connect's service area.

Important:

This position description is not intended to 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 with or without notice. Gibson Connect, LLC reserves the right to revise this position description as needed. This position description does not constitute a written or implied contract of employment.

Effective: 06/05/2018; 03/01/2019