



Job Brief

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Job Title Code: 14000100

Job Title: Wire Technician [CWA03]

GENERAL INFORMATION

Union Affiliation: DTV-Southeast

DESCRIPTION

JOB RESPONSIBILITIES

Responsibilities may include but are not limited to the following:

1. Provides consistent, respectful and professional internal/external customer care. Initializes and maintains an open line of communication to ensure all customers receive the highest level of customer satisfaction possible.
2. Performs any and all work at the consumer or business customer premises up to and including the Serving Terminal (including fiber drop) for IP enabled non-design products and services, regardless of the technology or equipment involved. This work will include but is not limited to all inside wiring, including but not limited to: COAX, cat3 and cat5; installs, repairs, replaces, disconnects, modifies, downgrades and upgrades Customer Premises Equipment (CPE) such as set-top boxes, residential and home entertainment gateways, home networking, VoIP, Direct Broadcast Satellite (DBS), high speed internet/DSL and Wi-Fi equipment, etc., for all services regardless of the technology or equipment involved; and station connection materials. Verifies all services are working.
3. Installs and rearranges inside wire and jacks.
4. Isolates and corrects any applicable inside wiring problems.
5. Performs programming activities on the hardware and conducts testing with the end-user.
6. Performs necessary cross connection work at the Serving Area Interface (SAI), including the video-ready access device (VRAD), Primary Flexibility Point (PFP), or equivalent, regardless of the technology involved.
7. Performs pair changes.
8. Performs port swaps.
9. Installs and removes bridge tap cancellation devices.
10. In copper cable only, splice the assigned pair to a drop in a ready access terminal that does not have binding post by bridging the copper cable pair into the drop.
11. Keeps detailed record of work activity.
12. Receives work assignments from the supervisor or other designated employee and/or retrieves work assignment and completes orders through the use of a computer.
13. Uses test equipment.
14. Tests facilities and equipment on which trouble has been reported.
15. Works independently with little supervision.
16. Educates customers on the features and functionality of the services.
17. Makes sales recommendations to customers; demonstrates and recommends additional equipment and services.
18. Works in attics, basements, crawl spaces and other similar places; involves kneeling, stooping, bending, crouching, crawling, etc.
19. Works outside in all kinds of weather.
20. Climbs poles, ladders and works aloft with small tools.
21. Follows established safety procedures. Must be able to safely utilize equipment resources to perform specified physical job duties, i.e., satisfies manufacturers specifications for operation or use of equipment including weight limitations.
22. Lifts and moves loads up to 80 pounds
23. Drives Company vehicle.
24. Perform any other generally related duties and responsibilities as determined by the Company.

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BASIC QUALIFICATIONS

Satisfactory performance and attendance in present job.

Tests:

Test Name

Premises Technician Assessment. Interview
Technical Mechanical Test-III (TMT III)

Applicability

Required
Required

[VIEW TEST GUIDES](#)

Physical Requirements:

Ability to perceive differences in wire and cable colors and audible tones.
Lift and move loads up to 80 pounds.

Specifics:

Wear appropriate safety equipment and follows established safety practices and procedures.
Satisfactory background investigation.
Valid driver's license and the ability to drive vehicle with manual shift in some assignments.

ADDITIONAL FACTORS

Experience in electrical, electronic or cable/satellite TV industry.
Ability to speak a second language in some assignments.

ADDITIONAL QUALIFICATIONS

May be required to meet DOT rules and regulations including DOT certifications.
Training

The following must be satisfactorily completed for title retention:

- On-the-job and/or classroom training as required
- SF401 Safe Ladder Handling and Pole Climbing

Environment:

Work outside in all kinds of weather and in attics, basements, crawl spaces and other similar places.
Climb poles, ladders and work aloft with small tools.

Skills:

<u>Skill Code</u>	<u>Skill Name</u>	<u>Applicability</u>	<u>Skill Description</u>
C2000	Coaxial Cable	Desired	FAMILIAR WITH TRUNK AND FEEDER COAXIAL CABLE MECHANICAL PROPERTIES: CENTER CONDUCTOR, DIELECTRIC, ALUMINUM SHEATH, FLOODING COMPOUNDS, ARMOR, OUTER JACKET, BENDING RADIUS; ELECTRICAL PROPERTIES: CABLE ATTENUATION AND FREQUENCY.
C1117	Communication Terminal	Desired	OPERATION OF COMPUTER EQUIPMENT CONNECTED TO MAINFRAME OR MINI OR WORK STATION COMPUTERS.
C1120	Company Products Knowledge	Desired	ABILITY TO ASSIST CUSTOMERS IN THE USAGE OF THEIR COMMUNICATIONS NETWORK.
C1162	Customer Contact	Desired	ABILITY TO HANDLE QUESTIONS AND CLEAR CUSTOMER (INTERNAL AND EXTERNAL) PROBLEMS AND ENSURE COMMITMENTS TO

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C1226	Electronics Operation	Desired	CUSTOMERS ARE MET BY RESOLVING PROBLEMS AND PROVIDING SERVICES. PERFORMS OPERATIONS (ASSEMBLY, FABRICATION, INSPECTION, TESTING/TROUBLE SHOOTING) OF ELECTRONIC SYSTEMS, SUB-ASSEMBLIES, PARTS/COMPONENTS (RESISTORS, INDUCTORS, CAPACITORS, CRYSTALS, DIODES, SOLID STATE SEMICONDUCTORS, CONTROLS, PRINTED CIRCUITRIES)
C1239	Equipment Testing Knowledge	Desired	UNDERSTANDS THE PROCEDURES FOR TESTING OF TELEPHONE EQUIPMENT AND CAN USE THESE PROCEDURES TO CARRY OUT THE NECESSARY CHECKS.
C1304	Installation - Cabling	Desired	PLACING OF COPPER, COAXING INSIDE WIRE AND/OR FIBER FLOOR DUCT OR CONDUIT.
C1305	Installation - Testing	Desired	TAGGING, TESTING AND IDENTIFYING WIRE PLACED.
C1306	Installation - Wiring	Desired	TERMINATION OF WIRE AND CABLE ON CONNECTING BLOCKS AND PLACING CROSS CONNECTS.
C1775	Pole Climbing - Stepped	Desired	ABILITY TO CLIMB STEPPED POLES
C2002	Read Broadband Maps	Desired	ABILITY TO READ AND INTERPRET BROADBAND SIGN AND STRAND MAPS.
C1579	Record Keeping	Desired	EFFECTIVELY CREATES AND MAINTAINS RECORDS AND KEEPS ACCURATE RECORDS CONCERNING AREA OF RESPONSIBILITY.
C1602	Safety Awareness	Desired	KNOWS AND FOLLOWS COMPANY POLICY AND PROCEDURES REGARDING SAFETY. MAINTAINS APPROPRIATE LEVEL OF CAUTION WHEN WORKING, LIFTING, OR HANDLING POTENTIALLY HAZARDOUS EQUIPMENT OR MATERIALS.
C1607	Sales And Services	Desired	INTERVIEWS CUSTOMERS TO ASSESS NEEDS; MAKE RECOMMENDATIONS OF COMPANY SERVICES WHICH MEET NEEDS; FACT FINDING TO DETERMINE OR, INVESTIGATE PROBLEMS.
C1732	Wiring	Desired	REMOVE INSULATION AND POSITION WIRE, ASSEMBLE LUGS AND TERMINALS, WRAPPING, MECHANICAL ATTACHING, SOLDERING AND DRESSING WIRES, CABLE AND ELECTRICAL CONDUCTORS IN APPARATUS AND EQUIPMENT TO COMPLETE CIRCUITS ACCORDING TO MODELS, DRAWINGS AND DIAGRAMS.

License/Certificates:

Skill Code	Skill Name	Applicability	Skill Description
C3068	Motor Vehicle License	May be Required	Possess valid driver's license
C3068	Motor Vehicle License	May be Required	Possess valid driver's license



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REASONABLE ACCOMMODATIONS

Reasonable accommodations will be made for qualified candidates with disabilities. Essential job functions are identified for specific jobs on job requisition forms.

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