



iGo Technology, Inc.
1095 Plaza Drive
Grundy, Virginia 24614
Voice (276) 935-8307
FAX (276) 935-5899
<http://www.igotechnology.com>

Field Service Technician Level1

Reports to: Field Service Manager	
Updated: June 28, 2022	
Approved: CEO	Pay Status: Hourly

JOB SUMMARY:

Responsible for installation, activation, and repair of the Broadband related services for residential and commercial customers while maintaining outstanding customer service.

ESSENTIAL FUNCTIONS:

- Installs, activates, verifies, and maintains fiber optic cabling, customer premise copper/fiber cabling, and wireless network infrastructure to service our customers in accordance to all communications industry and company standards.
- Various trenching and ditch excavating work is required for the installation and maintenance of underground fiber optic cabling. This may require the use of hand shovels, light duty excavators, trenching equipment and boring machines.
- Mount and test wireless CPE (customer premise equipment) as required and maintain all necessary plant documentation. Determine optimal location and pathways to install exterior Internet antenna based on signal strength and best line of sight to access point. Install external antenna on customer roof or other exterior surface in residential and commercial applications.
- Wireless Site surveys
- Mount and test Optical Network Terminals (ONTs) and related cable management as required and maintain all necessary plant documentation. Determine optimal location to install exterior fiber drop, fiber tray, ONT, and interior equipment. Run CAT5/6 or other provided cable from external CPE or ONT device to the internal network equipment. Including cabling via wall fish, terminate cable ends, and perform verification testing according to company standards.
- Internal cabling installation may include Category 5/6 twisted pair, RF coaxial cables, fiber optic, and various telephone grade wiring.
- Install, activate, and maintain Broadband services provided by Wireless CPE and fiber ONTs for residential customers.
- Assist customer with initial PC, LAN, and wireless configuration

- Perform Internet speed tests to ensure delivered speeds are within acceptable range
- Customer premise equipment installations may include ONTs, Wireless CPE, Network Routers, Wireless Access Points, Ethernet Switches, Video Set Top Box units (linear and OTT), Telephone Channel Banks/ATA units, and other devices utilized to deliver services to our customers.
- Promote good employee and departmental relations by working and communicating well with other departments.
- Interact with customers in a manner that positively reflects iGo's commitment to customer service.
- Ability to maintain reliable, predictable and reasonable attendance.

ADDITIONAL RESPONSIBILITIES:

- Participate in continuing education through meetings, seminars, schools, or training, etc., as determined by Supervisor or as required by law
- Must maintain a valid drivers' license from state of residence.
- Perform other duties as requested or assigned.
- Maintain adequate inventory within vehicle for installations and repairs.
- Adhere to iGo safety guidelines and best practices for performing work.
- Maintain proper care of assigned fleet vehicle and all tools and equipment.
- Must be available for after-hours work which would include working fair share of all necessary overtime.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to establish and maintain effective working relationships with both internal (other employees) and external (contractors, vendors other utilities, etc.) customers.
- Possess basic knowledge of Wireless RF theory and deployment practices.
- Possess basic knowledge of fiber optic networks and deployment practices.
- Strong knowledge of networking, cable types, codes, and standards related to commercial and residential communications cabling installation and maintenance.
- Ability to document changes and resolutions to problems encountered.
- Ability to work safely at height from an extension ladder and/or bucket.
- Ability to climb poles and work with aerial cabling in a safe manner.
- Ability to work in confined areas for long periods of time.
- Must possess strong critical thinking and problem-solving skills.
- Must be able to work independently and complete assigned tasks in a timely manner.
- Must possess PC skills and experience with Windows-based programs.
- Must display a high degree of honesty, loyalty, and integrity.

PHYSICAL REQUIREMENTS:

Position requires outside work in adverse weather conditions and the ability to ambulate on uneven terrain with exposure to dirt and dust. May be exposed to insects and animals such as dogs and bees. Must be able to occasionally lift up to 75 pounds and have maximum push force of 30 pounds and maximum pull force of 20 pounds.

WORKING CONDITIONS:

May require driving multiple hours a day. Requires constant handling, vision and depth perception and frequent fine manipulation, sitting, reaching and static position of the head/neck. Requires frequent arm/hand, leg/foot and simple grasp for machine control operation. Must at times work from a bucket truck, an extension ladder and/or a roof.

QUALIFICATIONS:

- Minimum of two years experience in a technical support and/or operations role related to installation and support of telecommunications services.
- Fiber splicing experience preferred.
- High school diploma or equivalent required.

iGo wishes to be in full compliance with the Americans with Disabilities Act. In accordance with the Act, we will make reasonable accommodation to any person who needs such accommodation, whether a new hire or a current employee, assuming that the person is fully qualified for the position.

These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related marginal duties as required.