



Installation & Service Technician Posted 7/8/11

Orbitel Communications is seeking an Installation & Service Technician to provide customer support and maintenance to Orbitel customers in their homes and businesses.

Orbitel Job Summary

- Installs, disconnects, reconnects, upgrades, downgrades, changes, troubleshoots and repairs video, high speed data, voice and other Orbitel customer provided services ("Services") at Orbitel Customer residential and commercial locations ("Customer Premises").
- Maintains, tests, troubleshoots, rearranges, replaces and services all video, high speed data, and voice equipment both within the Headend and HUB locations ("Distribution Facilities") as well as throughout the fiber/coaxial cable distribution systems ("Network").
- Educates and informs Customers as to the proper use of all Services. Proposes solutions to Customer problems involving Customer use of Services. Achieves the highest level possible of customer satisfaction.
- Describes the advantages of and sells additional Services to customers.
- Operates a Company vehicle
- Work duties are performed both inside and outside Customer Premises, inside and outside of Distribution Facilities, throughout Network and at other company maintained property.
- Works on regularly scheduled days as well as unscheduled days and beyond regular work hours, as required. The position is an hourly position and is eligible for overtime pay as provided by company policy and federal employment laws.
- Reports to the Chief Installation & Service Technician and the Vice President of Engineering & Technical Services.

Orbitel Illustrative Accountabilities

- Plans daily route, requisitions equipment and supplies, and stocks vehicle.
- Maintains company vehicle in accordance with all company policies.
- Determines customer's current level of Services and inquires into customer preferences and needs, and recommends company upgrades for additional Services.
- Installs Services and resolves customer complaints.
- Installs, tests, and troubleshoots Orbitel Services from Distribution Facilities to Customer Premises.
- Uses small hand tools, power tools, meters, and other test equipment.
- Educates customers in the use of installed Services. Explains waivers, agreements, customer release forms, charges and billing procedures.
- Completes work orders and other documentation on paper or using a computer.
- Performs on-demand (e.g. outages) and preventative maintenance on Distribution Facilities and Networks.
- Determines location of underground and aerial distribution systems, identifies the path, depth and/or height of the Network at a site and repairs damaged cables if necessary.
- Monitors the Network for signal leakage. Conducts leakage tests at trouble sites and stops leakage by making necessary repairs.
- Operates, maintains, and stores all company equipment according to company standards and safety guidelines (i.e. vehicle, tools, materials, and stock).

- Drives a company vehicle.
- Participates in company after hour on-call rotation to manage customer or network outages affecting the delivery of Services.

Orbitel Qualifications

- High school degree or GED equivalent.
- Valid state driver's license and clean driving record.
- Field service experience with cable, telecommunications, or electronic equipment preferred.
- Customer service and sales experience preferred.
- Working knowledge of Windows-based Personal Computers..
- Post-high school education a plus.
- Experience working with electronic, electrical, RF, sonar, and/or fiber optic equipment preferred.
- Experience troubleshooting with electrical equipment preferred.
- Field service experience with cable, telecommunications, or electronic equipment preferred.
- Skill in using small hand and power tools preferred.
- Ability to read, write, speak and understand English required.
- Ability to read, write, speak and understand Spanish preferred.

Orbitel Communications is an Equal Opportunity Employer.

Orbitel Communications participates in E-Verify.

Please email your resume to sales@orbitelcom.com or fax 520-568-4589.