

**VALLEY ELECTRIC ASSOCIATION, INC.**  
**JOB DESCRIPTION**

**I. IDENTIFICATION**

- A. Title: **Broadband Installer**
- B. Department: Broadband Services and Operations
- C. Reports To: **Project Coordinator and OSP Supervisor**

**II. OBJECTIVES**

Perform basic installations, disconnects, reconnects, service upgrades and downgrades, and relocates for residential single family, multi-family and/or multi-dwelling units and business (commercial) customers.

**III. KEY RESPONSIBILITIES**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position:

- a. Work independently and with Broadband Installers in the installation, maintenance and repair of all installations including drop fiber, ONT equipment and end-user equipment.
- b. Interact directly with the Cooperative members and customers to create a positive end-user experience.
- c. Coordinate with customer for installation of indoor fiber from the residential or business NID into customer premises.
- d. Install, configure and deploy customer ONT including connection of customer computer equipment and testing.
- e. Work with IT engineers for the installation, configuration and deployment of business level ONT equipment.
- f. Maintain a comprehensive, current knowledge of applicable policies, procedures, codes, and regulations.
- g. Carry out projects to ensure quality deliverables are completed on time and on budget.
- h. Work with supervisor and peers to improve work methods, procedures and work flows.

### General Duties

- a. Handles assignments and conducts him/herself in such a manner that will reflect courtesy and professionalism to the organization and the Cooperatives members.
- b. Participates in employee meetings, providing information when requested.
- c. Reads, understands and follows applicable safety rules, regulations and policies.
- d. Follow Valley Electric safe work practices as outlined in our safety manual.
- e. Any other duties as required or directed for which he or she may be qualified.

This job description in no way implies that the duties and responsibilities listed herein are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties and training as instructed by the supervisor.

## **IV. AUTHORITIES AND ACCOUNTABILITY**

- a. The Broadband Installer shall have full authority to carry out the responsibilities and duties of this position in conformity with established policies and procedures.
- b. The Broadband Installer is accountable to the management of the Cooperative for the efficient performance of these responsibilities and that, although some of these responsibilities may be assigned to another person, the accountability for the successful completion of these responsibilities cannot be.
- c. The Broadband Installer is required to use initiative and judgment in making decisions, remembering that the Cooperative's best interest will be affected.
- d. The Broadband Installer will be expected to make suggestions for the improvement of operations and efficiency.
- e. The Broadband Installer shall secure the approval of the Project Coordinator and OSP Supervisor or Manager of Broadband Operations in making decisions when policies are not clear or require interpretation.

## **V. REPORTING RELATIONSHIPS**

### Inside the Organization:

- a. The position reports directly to the Project Coordinator and OSP Supervisor.
- b. There is no reporting responsibility to the Broadband Installer.

Outside the Organization:

- a. Member/Consumers – Providing prompt, courteous service and information.
- b. Vendors and solicitors contacting a Cooperative representative - Promote courteous and professional relationships.

**VI. SPECIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and Experience:** High School Diploma or equivalency and a minimum of 2 years of experience working in the field of broadband installation, including knowledge of wireless technology (Microwave, Wi-Fi, WiMAX, point-to-multipoint, point-to-point). Associate of Science degree in a related discipline and 4 years of job related experience is highly preferred.

**Knowledge:** The candidate must possess outstanding interpersonal skills, presentation skills, and writing skills. The candidate should also possess the following qualities:

- a. Ability to make logical and feasible decisions regarding placement of broadband equipment within a residential or commercial environment.
- b. Strong written and interpersonal skills and the ability to communicate complex topics to non-technical teams.
- c. Working knowledge of Microsoft Office applications, including Excel, PowerPoint, Word, and Outlook, and the ability to operate other standard office equipment.
- d. Must be willing to attend continuing education courses as required.

**Abilities and Skills:** Must be skilled in human relations to effectively carry out the responsibilities of the job. Must possess good oral and written communications skills to be able to effectively communicate with others. Must have the ability to handle a variety of diverse tasks and organize work to meet deadlines. Must be proficient in the use of personal computers. Must have the ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Must possess advanced troubleshooting skills.

**Working Conditions/Work Environment:** Performing the duties of this job employee will primarily be indoors in a climate-controlled environment with minimal noise levels. Responsibilities sometimes require after-hours evenings and weekend work, sometimes with little or no advanced notice. Occasional travel may be required for the performance of normal daily duties or external training requirements.

**Physical and Mental Requirements:** While performing the duties of this job, the employee must have the ability to stand, walk, and talk or hear, and occasionally to sit; climb or balance; and stoop, kneel, crouch, or crawl. Employee must have the ability to use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms. Must have the ability to use office equipment such as a copier, computer and printer. The employee must have the ability to occasionally lift and/or move irregular shaped loads of a moderate weight up to forty-five (45) pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus. Must have the ability to read, write, and do arithmetic. Must have the ability to analyze data and reports, and conduct research. Must have the ability to develop plans and procedures, and goals. Must have the ability to effectively and patiently communicate to individuals, and be able to present information to others even during stressful conditions.

Must have or obtain a valid Nevada driver's license and pass pre-employment physical and drug test as a condition of employment.

Date: \_\_\_\_\_

\_\_\_\_\_  
Division Manager

Date Accepted: \_\_\_\_\_

\_\_\_\_\_  
Employee

Date: \_\_\_\_\_

\_\_\_\_\_  
Human Resources