



## **Field Technician**

### **Company Overview**

At Archtop Fiber, our mission is to be the true fiber of your community. We believe in the power of local connectivity and dedication to bridging the digital divide in rural and suburban cities across the Hudson Valley and beyond. We have seen how larger cities often receive priority for broadband infrastructure upgrades, leaving smaller communities underserved. That's why we prioritize serving "Main Street" communities by investing up to \$350 million in private funding to build over 2,500 miles of fiber-optic infrastructure.

### **Job Summary**

Archtop Fiber is seeking Field Technicians to join our growing team. Field Technicians will have a primary focus of supporting the installation and ongoing service support for residential and commercial customers throughout the communities we serve. Committed to providing the highest quality service, the Field Technician role performs all required work in the construction, maintenance, operation, installation and servicing of fiber broadband and telephone services.

### **Job Responsibilities**

- Perform installations and changes of service, while adhering to all applicable guidelines, requirements, and safety protocols to provide outstanding customer experience.
- Troubleshoot and solve customer inquiries and concerns to ensure products and services are working properly to drive a positive customer experience.
- Communicates, engages, and provides customers with education on products and services.
- Maintain excellent customer rapport by listening to and resolving concerns and answering questions.
- Interfaces with customers to further analyze installation and repair issues. Responds and provides follow-up.
- Maintains proper equipment and inventory to be prepared to perform required duties.
- Drives company vehicles in performance of duties in a safe and responsible manner with appropriate state licensing requirements while working and traveling in inclement weather.
- Training will be provided in the areas of safety, company specific training, installation, and troubleshooting. Additional training will take place as needed.
- Regular, consistent, and punctual attendance.
- Normal work shifts may include weekends
- Must be available to work overtime, evenings and holidays as necessary.



### **Job Requirements**

- Valid state driver's license and safe driving record.
- Ability to operate hand tools and handheld mobile devices.
- Exceptional customer service skills.
- Thorough understanding of applicable federal, state, local, and company safety policies.
- Self-motivated with strong self-management skills and interpersonal communication skills to work closely and collaborate with customers, subcontractors, and cross functional departments.
- Ability to solve customer problems quickly during stressful situations.
- Excellent communication (oral and written) skills and must also have a high sense of urgency, strong work ethic and is results-oriented i.e., Takes pride in their craft, displays ownership in their results, and is an enthusiastic learner.
- Ability to work independently and make sound technical decisions using information at hand.
- Operates with a team player mentality.
- Ability to receive and learn from feedback provided related to performance. Education and Experience:
  - High school diploma or equivalent required.
  - Associate degree preferred, or equivalent work experience.
  - Experience working in customer service, construction, electrical, technical, or related field.

### **Physical Requirements**

- Uses installation tools and hand tools to perform jobs from high places (on poles and roofs), including climbing poles with proper equipment (safety belt, strap, climbers), ladders and bucket trucks.
- Manipulates connectors, fasteners, wire and hand tools.
- Frequent demonstration of manual dexterity, bending, carrying, climbing, squatting, twisting, crawling, kneeling, and lifting is required.
- Must be able to regularly lift 75 pounds.
- Must be physically able to climb ladders and crawl into awkward spaces.
- Prolonged periods of standing/walking.
- Specific vision abilities required are close vision, distance vision, color vision, peripheral vision, and depth perception.
- Works within manufacturer's rated weight capacity for all equipment, including but not limited to ladders and aerial lifts.

### **Working Conditions**

- Working in customer home and commercial business environments.
- Working in confined space, poorly ventilated areas, i.e., attics, basements and/or crawlspaces.
- Exposure to the public, dust, dirt, noise, insects, rodents, pets & cleaning solutions.
- Work outdoors in all kinds of weather & at all times of day or night.



- Performs work near power lines and electricity at various heights above ground.

**Benefits**

- Competitive salary: \$23-\$28 per hour depending on experience
- Comprehensive health, dental, and vision insurance
- 401(k) with company match
- Paid time off and holidays
- Career development opportunities in a growing company

Archtop Fiber is proud to be an Equal Opportunity Employer. We celebrate diversity and are committed to creating a welcoming and inclusive environment for all.