



## **Installation and Repair 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**

- Must be able to keep accurate records of pertinent information pertaining to job assignments.
- Identifies and replaces malfunctioning or inoperative equipment, such as circuit cards or processing units, and performs repairs and preventative maintenance.
- Troubleshoots entire communications system to determine if problems are telephone hardware or cabling.
- Sets up new users and relocates existing users with telephone extensions, calling features, voice mail, and access codes.
- Terminates cable on cross connects, hubs, and routers.
- Reads technical manuals and brochures to determine equipment which meets establishment requirements.
- Reads and interprets schematics, drawings, specifications, and plans.
- Tests and evaluates hardware and software to determine efficiency, reliability, and compatibility with existing systems.
- Responsible for educating and interacting with the customer regarding the products available to them.
- Must be able to work from heights.

### **Job Requirements**

- Associate's degree (A. A.) or equivalent from two-year College or technical school; or six months to one-year related experience and/or training; or equivalent combination of education and experience.



- Ability to maintain good customer relations.
- Good interpersonal skills with both internal and external customers.
- Be able to work independently.
- Must be able to follow instructions.
- Must be flexible.
- Must be able to work from ladders both step and extension.
- Good communication skills.
- Maintain assigned vehicle.

### **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 crawl spaces).
- 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: \$26-\$27 per hour
- Heavily subsidized medical, dental, and vision
- Holidays, PTO, and Flexible work schedules
- 401(k) with company match
- Employee Assistance Program (EAP)
- Life insurance, short & long-term disability insurance

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.