



MAINTENANCE TECHNICIAN – JOB DESCRIPTION

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.

Our commitment extends beyond providing reliable Internet and Phone services – We're not just living and working in Kingston, NY we are fully committed to our awesome community. From our fantastic [community programs](#) to fueling economic growth with improved connectivity and an abundance of tech-driven jobs, we're all about bringing fun and excitement to our neck of the woods!

The Maintenance Technician is responsible for performing routine troubleshooting calls, surveys, locates, outage repair, on-call duty, shift work, track/repair and generally maintain fiber plant operation in accordance with Archtop Fiber and its affiliates' procedures and practices. Will be called upon to install, troubleshoot and resolve service failures related to any of Archtop Fiber's products and services.

What you'll do:

- Performs routine installation and troubleshooting. Must have the ability climb poles, ladders and operate aerial lifts 18 to 25 feet above ground, as determined by the fiber system's requirements. Must possess the ability to use basic and advanced fiber test equipment.
- Performs work near power lines and electricity.
- Surveys the plant to ensure service availability to potential customers.
- Performs underground location of existing plant using system prints and cable locating equipment in order to prevent fiber damage and service interruption. Must have the ability to read general system layouts from blueprints.
- Responds to and repairs service interruptions during regular business hours, shift work or when "On-calls" as required. Normal work shift may include evenings and/or weekends; may include 10-hour days for 4 days a week. Must be available to work overtime including weekends, evenings, and holidays.
- Performs CLI ride-out and track and repair leakage, as necessary. Works and travels in inclement weather.
- Performs construction maintenance duties such as: splices aerial/underground fiber and equipment to restore fiber plant to system specification; splices and activates new fiber plant as required; repairs and/or replace damaged aerial/underground plant Must have the ability to use basic cable installation tools and hand tools. Must have the ability to comply with safety procedures and requirements. Lifts and carries loads of 70 lbs. or more.



- During the course of normal day-to-day activities cleans, maintains and stocks vehicle and equipment in order to be prepared for daily responsibilities; completes associated paperwork with each job in a timely manner; properly operate and maintain tools and equipment; reports need for vehicle repair or service when required and/or prescribed; and reports any accidents, losses, injuries or property damage to supervisor and customer when appropriate. Drives company vehicle in a safe and responsible manner.
- Reviews all requested services with the customer to ensure understanding and agreement; survey the installation route and review proposed route with the customer to obtain agreement on the location of fiber outlet(s). Exposure to dogs and other animals, construction areas and the public in general as required.
- Works in crawl spaces, attics and permit required confined spaces. Exposure to moderate noise level.
- Performs multi-product reconnects, requested additional outlets for residential and business products. Installs and removes ONT's and gateway/routers to provide customer with upgrades or downgrades in service. Must possess knowledge of basic mathematics and the ability to communicate with customers in a clear and straight forward manner.
- Performs multi-product service calls for residential and business products. Must possess the ability to prioritize and organize effectively.
- Performs multi-product installations for residential and business products, complete from MST to CPE in single and multiple family dwellings including prewired units; perform installations adhering to Archtop Fiber procedures and safe work practices, NEC and NESC requirements and local ordinances to provide services to the customer. Manipulates fiber connectors, splicers, fasteners, wire; use hand tools. Must have vision ability of: close vision, peripheral vision, ability to adjust focus and differentiate colors.
- Possesses or gain the required knowledge of the National Electrical Code (NEC,) the National Electrical Safety Code (NESC,) the Occupational Safety and Health Act (OSHA,) Federal Communications Commission (FCC,) Environmental Protection Agency (EPA,) Department of Transportation (DOT,) and American National Standards Institute (ANSI,).
- Checks in each job in a timely manner to ensure all details of the work are recorded for entry in the customer's account and necessary applications once the work is complete. Completes associated work orders as required. Must be able to work while standing 50-70% of the time.
- Works within manufacturer's rated weight capacity for all equipment, including but not limited to ladders and aerial lifts.
- Provides information on available services to new and existing customers to sell additional services and attempts to upgrade existing services.

What you'll bring:

- Must have knowledge of mobile devices including but not limited to: PC, iPad, iPhone, Android. Etc.
- Must possess knowledge of PC hardware, software and the Internet and the ability to troubleshoot and resolve related service failures.



- Applies knowledge and skills of training on the job in order to prepare for promotion to the next level.
- Regular, consistent and punctual attendance. Must be able to work nights and weekends, variable schedule(s) and overtime as necessary.
- Own the customer experience - think and act in ways that put our customers first.
- Win as a team - work as a collective unit and remain open to new ideas.
- Do what is right.
- Maintains a positive, Can-Do attitude.
- HS Diploma & 5-7 years of experience required.

What we offer:

- Competitive salary \$30-35
- Heavily subsidized medical, dental, and vision
- Holidays, PTO, and Flexible work schedules
- 401(k)
- Employee Assistance Program (EAP)
- Life insurance, short & long term disability insurance
- Employee Referral Program
- Employee discount programs

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.

Send resumes to Careers@archtopfiber.com, or Cfraiman@archtopfiber.com