

Job Description

Job Title: Field Technician
Department: Installation
Supervisor: Installer Supervisor
FLSA Status: Non-Exempt, Full Time
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Approved By: Diann Cumberland
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Summary

Installing and monitoring data communication lines and resolving user data communication problems by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Perform all duties in a safe manner in accordance with TISD Installation and Safety Manuals.
2. Deliver and install required equipment in the customer's residence or business.
3. Educate all customers in operation of equipment being installed.
4. Develop and maintain technical knowledge of current products and services offered by all branches.
5. Perform routine preventative maintenance and simple repairs on equipment as required in accordance with company policies.
6. Report equipment hazards and/or product incidents as required in accordance with company policy and procedures.
7. Maintain adequate levels of supplies and equipment in delivery van.
8. Exercise care in use and storage of installation tools. Report lost or damaged tools immediately.
9. Complete daily van inspection and ensure safe and proper use.
10. Turn in all completed paperwork, van inspection form, and monies collected daily. Update Freeside status for completed work daily. Complete mileage log daily and turn in on Friday afternoon with all other paperwork.
11. Maintain van in clean and orderly condition daily.
12. Operate company vehicle in a safe manner and report any incidents or near incidents to supervisor.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations; uses reason even when dealing with emotional topics.

- Oral Communication – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.
- Written Communication – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Quality Management – Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Judgement – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

Qualifications 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.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before customers.

Education and/or Experience

High school diploma or general education degree (GED).

Certificates, Licenses, Registrations

Valid driver's license

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

