



Combination Technician

Job Title: Combination Technician
Department: Network Operations
Reports To: Technician Supervisor
FLSA Status: Non-exempt
Hours: Typically, 8-5pm M-F with flexibility as job demands.
Call Schedule: Outside plant on-call rotation schedule.
Location: Fergus Falls, MN Tech Center
(This position requires full-time on-site attendance.)

POSITION SUMMARY

The combination technician installs and services broadband technologies, cable, subscriber carrier systems, terminal and protection devices, and customer owned equipment. May also diagnose and repair trouble in access equipment, the central office environment, and maintain outside plant facilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Installs, repairs, and maintains customer premise equipment, key systems, digital loop carrier, wireless broadband, work with aerial and buried plant facilities. This includes telephone pedestals, underground services, conduit, fiber optic, and cable splicing, as well as the installation and maintenance of DSL, T1, IPTV, and other high-capacity services.
- Coordinates with plant and other departments to ensure accurate record-keeping upon job completion.
- Assists in maintaining outside plant facilities, including fiber optic cable, twisted pair cable, vaults, pedestals, and splice cases, and operate directional bore and cable plowing equipment for telecommunication cable installation.
- Coordinates with other providers on the status of installation and service projects when necessary.
- Completes and maintains accurate company records using the provided software system, including work orders, service orders, trouble tickets, job orders, vehicle records, and timesheets.
- Manages trouble tickets effectively, including receipt, investigation, resolution, and tracking.
- Participates in a rotating on-call schedule for after-hours repairs and troubles.
- Ensures safe and efficient performance of all job functions and maintaining a positive company image.

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.

- Strong communication skills and customer-oriented mindset.
- Proven ability to defuse challenging situations and maintain positive team and customer relationships.
- Critical thinking and problem-solving capabilities.

- Experience (1-2 years) and knowledge in electronics, preferably as a line worker, installer/repairer, or cable splicer.
- Familiarity with test, switching, and electronic equipment, various cable types, cable records, staking sheets, specifications, and circuit diagrams.
- Understanding of digital technology and preventive maintenance procedures.
- Detail-oriented with the ability to work independently and collaboratively with others.
- Physical ability to work on demanding projects, including outdoor work in adverse weather conditions.
- Ability to travel to customer homes and work sites to perform job duties as listed.
- Maintains effective working relationships with all company employees.

EDUCATION and/or EXPERIENCE

- High school diploma or GED.
- Associate degree or equivalent from a two-year technical college in telecommunications preferred, or two years related experience and/or training.
- Basic knowledge of broadband technologies and services, including installation, operation, and repair. Working knowledge of CATV is a plus.

SUPERVISORY RESPONSIBILITIES: None

LICENSES & CERTIFICATES REQUIRED

- Valid Class D Motor Vehicle License.
- CDL may be required; willingness to attain one with airbrake endorsement if not already possessed, with support provided by the company.
- Power Limited Technician License through the MN State Board of Electricity; willingness to attain if not already possessed, with support provided by the company.

PHYSICAL DEMANDS

- Regular requirements: standing, walking, using hands, reaching with hands and arms, talking, hearing.
- Frequent requirements: sitting, climbing, balancing, stooping, kneeling, crouching, crawling.
- Lifting requirements: Regularly up to 50 pounds, frequently up to 100 pounds, occasionally more than 100 pounds.
- Vision requirements: Close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Reasonable accommodation may be provided as needed to enable individuals to perform essential functions.

This job description is not intended to be all inclusive of duties that will be assigned.
Reliable attendance is required.