**1020 - CATV Service Technician**

**Primary Reason Why Classification Exists**

To perform semi-skilled work to install, maintain and repair cable television, internet and telephone distribution and transmission lines and systems provided by the City of Morganton.

**Distinguishing Features of the Class**

An employee in this class provides semi-skilled technical work in the installation, maintenance and repair of the City’s cable television, internet and telephone distribution systems. Emphasis of the work is on installing new service and troubleshooting reported issues. Work is performed under general supervision and work is evaluated on the basis of attainment of specific performance objectives, quantity and quality of work, feedback from crew members, initiative and dependability.

**Illustrative Examples of Work**

* Troubleshoots issues with cable television, internet and telephone service to locate the sources causing system interruption or failure; makes defined repairs and restores service.
* Maintains, inspects, tests and makes needed repairs
* Operates special purpose trucks and attached equipment; checks equipment daily to ensure they are operational and equipped to provide service
* Connects and disconnects service
* Performs related work as required

**Knowledge, Skills and Abilities**

* Knowledge of the methods, materials, tools and equipment used in fiber RF hybrid cable system construction and maintenance
* Knowledge of the operation of aerial devices (Bucket Truck)
* Skill in the use of tools, construction equipment and testing equipment used in installation and maintenance of cable television, internet and telephone distribution and transmission systems and associated equipment. Familiarity with Viavi ONX meters and software a plus.
* Thorough background of electrical theory and application.
* Extensive knowledge in application of coaxial and optical fiber cabling, connecting, splicing, and related applications.
* Skill in the operation of assigned equipment.
* Ability to maintain effective working relationships with co-workers and subordinates
* Ability to understand and follow oral and written instructions
* Ability to maintain good physical condition and health and sufficient physical strength and agility to performs heavy manual tasks
* Ability to work under varying weather conditions to include extremes in temperature and/or adverse conditions
* Ability to operate a personal computer and associated software
* Ability to communicate effectively with the public
* Ability to be on-call and work overtime (including weekends and holidays) as the needs of the City determines is required to meet operational needs and travel to varied locations as required

**Physical Requirements**

This is heavy work requiring the exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to lift and move objects; physical requirements include climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling and repetitive motion. Vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for depth perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

**Working Conditions**

Work is performed primarily in an outdoor environment with constant exposure to varying weather conditions, high and low temperatures, electrical hazards, confined spaces, dirt, dust and fumes, and around hazardous machinery.

**Education**

Graduation from high school

**Experience**

One (1) or more years’ related experience

**Special Requirements**

Valid North Carolina CDL-A driver’s license

**FLSA Status**: Non-Exempt

**Disclaimer**

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The City of Morganton reserves the right to assign or otherwise modify the duties assigned to this classification.

September 2022