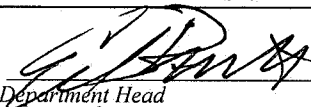

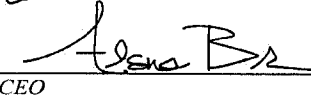

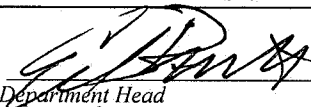

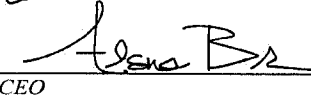

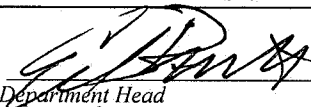

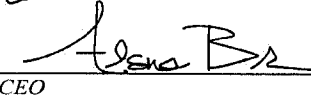



# CENTRAL NEW MEXICO ELECTRIC COOPERATIVE, INC.

## POSITION DESCRIPTION

<b>JOB TITLE: Broadband Technician</b>	<b>FLSA STATUS: Non-Exempt</b>						
<b>REPORTS TO: IT Manager</b>	<b>SALARY GRADE: 3</b>						
<b>DEPARTMENT: Broadband Division</b>	<b>LOCATION: Moriarty</b>						
<table style="width: 100%; border: none;"> <tr> <td style="width: 60%; border: none;"> <b>APPROVED BY:</b>   <hr style="border: 0; border-top: 1px solid black;"/> <i>Department Head</i> </td> <td style="width: 40%; border: none; text-align: center;">   <hr style="border: 0; border-top: 1px solid black;"/> <i>Date</i> </td> </tr> <tr> <td style="border: none;">   <hr style="border: 0; border-top: 1px solid black;"/> <i>CEO</i> </td> <td style="border: none; text-align: center;"> 7/13/2023  <hr style="border: 0; border-top: 1px solid black;"/> <i>Date</i> </td> </tr> <tr> <td style="border: none;">   <hr style="border: 0; border-top: 1px solid black;"/> <i>Human Resources</i> </td> <td style="border: none; text-align: center;"> 7/17/23  <hr style="border: 0; border-top: 1px solid black;"/> <i>Date</i> </td> </tr> </table>		<b>APPROVED BY:</b>  <hr style="border: 0; border-top: 1px solid black;"/> <i>Department Head</i>	 <hr style="border: 0; border-top: 1px solid black;"/> <i>Date</i>	 <hr style="border: 0; border-top: 1px solid black;"/> <i>CEO</i>	7/13/2023 <hr style="border: 0; border-top: 1px solid black;"/> <i>Date</i>	 <hr style="border: 0; border-top: 1px solid black;"/> <i>Human Resources</i>	7/17/23 <hr style="border: 0; border-top: 1px solid black;"/> <i>Date</i>
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**Job Summary**

This position will be responsible for installing and maintaining broadband equipment, ensuring that networks are operating correctly, and identifying where changes or upgrades may be required for optimal network performance. Will specialize in fiber optic cables to expand telecommunications networks into new developed areas and perform underground and/or aerial construction along with repair and maintenance supporting various member focused activities.

**Essential Duties and Responsibilities**

- Installs network components at subscriber sites including point to point and point to multi-point communications equipment following CNMEC specifications and assuring compliance with all applicable safety codes.
- Performs cable construction, maintenance, and repair.
- Install and splice fiber on overhead and underground lines, service drops, and other types of related installations.
- Will be responsible for installing, splicing, repairing, and maintaining aerial, buried, and/or underground fiber optic and coax cable.
- Splice and activate fiber optic cables, nodes, transmitters, and receivers.
- String and pull up fiber between poles and underground as necessary to provide the strongest signal in the best position.
- Install ethernet or fiber cable inside members' homes and buildings. Installations will include plug in electrical connections in the premises, implementing a wireless router, interfacing the router to the communications equipment, and testing the router for internet access.
- Troubleshoot equipment and connections to address signal issues and explain services to members.
- Locate and repair cable faults to sustain existing cable network without causing signal disruption.
- Ensures that fiber service drops, and other service orders are being completed in a timely manner.
- Assists in configuring customer's equipment to connect to the new or existing router, helps the customer to set up user accounts and passwords, and ensures the connections are operating correctly.
- Advises customers on technical matters and recommends appropriate service offerings or configurations.
- Utilizes the appropriate systems to review and validate data.
- Troubleshoots broadband related issues as assigned and makes sure the issue has been resolved and the system has been restored.

- May be responsible for the coordination of underground drop burial work with contractor, filling out, submitting, and picking up permits from government agencies as required to perform work in the ROW, tracking and updating statuses within the applicable systems.
- Completes all tasks to quality standards and assures system security by following company procedures.
- Will follow the provided service schedule and communicate with supervisor to provide status updates.
- Establish and maintain communications with members, vendors, and internal teams where applicable.
- Responsible for company vehicle as per company policy including equipment and tool inventory, and vehicle maintenance and security.
- Performs other miscellaneous job duties as assigned.

### **Minimum Qualifications**

High school diploma or GED required. A minimum of 2 years of experience in an installer technician role or combination of experience and postsecondary education in the telecommunications sector. Basic knowledge of electronics and a working knowledge of the operation of an HFC (Hybrid fiber-coaxial) network preferred.

Requires demonstrated abilities and skills operating a personal computer using Microsoft Windows and Microsoft Office Suite applications to include Outlook, Excel, and Word.

Possession of a valid New Mexico Driver's License and satisfactory driving record as a condition of initial and continued employment.

### **Knowledge, Skills and Abilities**

- Knowledgeable of commonly used concepts, practices, and procedures within the field of telecommunications.
- Knowledgeable in all types of splicing activity, cable, and safety equipment while using various types of cable construction equipment.
- Must have experience using an OTDR (Optical Time Domain Reflectometer) and fusion splicer.
- Strong written and oral communication skills, including the ability to present ideas and suggestions clearly and effectively.
- Must comprehend construction prints and splice schematics and be able to read street maps and system design prints.
- Ability to assess situations, prioritize, respond, and escalate accordingly.
- Must have excellent time management, multi-tasking skills, and self-motivation.
- Ability to use hand tools such as drills, screw drivers, bit drivers, hammers, and other similar tools as well as the use of connectors, fasteners, and other materials.
- Ability to accurately measure distances using tapes and other measuring devices.
- Ability to work independently.
- Must become familiar with Cooperative policies and procedures.
- Ability to project a favorable image for the Cooperative and provide superior customer service.
- Always follow all driving and safety laws to maintain company safety standards.

### **Working Conditions and Physical Effort**

This position is subject to adverse weather conditions while performing the job within regular working hours and occasional overtime. Occasional travel for work and training opportunities may be required.

- **Physical Effort and Dexterity:** Frequent physical activity to include sitting, standing, walking, climbing, stooping, bending, reaching, crawling, lifting and carrying items that may weigh up to 50 pounds.
- **Machines, Tools, and Equipment:** Capable of operating a personal computer, calculator, copy machine, printer, fax, telephone, and any other required office equipment.
- **Visual Acuity, Hearing, and Speaking:** Regularly required to talk and hear and to use close vision and be able to focus. Must have excellent written and oral communication skills, expressing oneself

clearly, accurately and to the point. Must be able to present information to others clearly and accurately and work under stress.

- **Environment/Working Conditions:** Requires exposure to outside elements with occasional office work. May be required to work overtime, nights, weekends, and holidays as determined by the needs of CNMEC. Employees in this position should live within a reasonable distance of the Cooperative. Normal safety precautions and practices are required.

*Note: The preceding statements describe the general nature and level of work performed by the individual assigned to this position. This is not an exhaustive list of all duties, responsibilities and skills required of this position. Nothing in this job description restricts management's right to assign or reassign duties, tasks and responsibilities to this job at any time.*