

Employment Opportunity



8802 27th Ave NE, Tulalip, WA 98271
Office: 360-716-5030

JOB TITLE: System Technician

PAY RANGE: \$28.00-\$42.00

DEPARTMENT: Salish Networks

JOB DESCRIPTION: The System Technician maintains and repairs Broadband CATV and Internet services and equipment. Installs, troubleshoots and makes necessary repairs to subscriber equipment and services.

TO APPLY: Please visit

<https://www.quilcedavillage.org/Government/Departments/HumanResources/Employment> or contact TTFC HR at 360-716-5030. For existing employees, you may complete the web form application located on the self service portal at <https://quilcedavillagewa.munisselfservice.com/ess/employmentopportunities/default.aspx>.

NOTE: The Tulalip Tribes publicly announces that Indian Preference in hiring applies to Tulalip job opportunities.

EMPLOYEE CLASSIFICATION: Non-Exempt

EMPLOYEE REPORTS TO: Cable Field Manager

EMPLOYEE SUPERVISES: N/A

EDUCATION:

- High School Diploma or GED equivalent (Please attach copy).
- Certification in cable systems operation, maintenance, and repair.
- MAY accept work experience in a cable system environment as a substitute for formal training.

SKILLS:

- Must have a working knowledge of all system equipment and cables.
- Must have a working knowledge of Fiber optic cables, fiber nodes and their operation.
- Must be proficient with the use of Signal Level meter, Volt-Ohm meter, and Time Domain Reflect meter.
- Must have a working knowledge in operation of underground cable locating equipment.
- Must have general knowledge of a digital converter operation.
- Must have a working knowledge of Cable Modem installation, operation and configuration.
- Must be proficient in the configuration of all Home Computer Internet browsing applications.
- Must be proficient in DVR and TV operation and programming procedures.
- Ability to prioritize and complete assignments and tasks in a timely manner.
- Ability to analyze and troubleshoot complex cable equipment and infrastructure.

- Ability to work independently following policies and procedures.
- Ability to perform well in a call center environment.
- Ability to work well under pressure and within time-constraints.
- Ability to work within a dynamic work environment.
- Ability to show patience when dealing with upset, angry, and/or frustrated customers.

EXPERIENCE:

- Must have a minimum of three (3) years of experience working with Amplifiers, Line Extenders and all other passive devices associated with a cable system.
- Must have a minimum of three (3) years of experience in all phases of distribution system maintenance, including splicing and repairs.
- Must have a minimum of three (3) years of experience in plant operations and troubleshooting.
- Must have a minimum of three (3) years of experience in subscriber trouble call resolution.

OTHER REQUIREMENTS:

- Must have successful employment history with the Tulalip Tribes and/or other employment entities.
- Must be able to successfully pass a criminal background check.
- Must be able to pass a hiring and periodic random urinalysis.
- Must be willing to participate in continued education opportunities as required or as necessary.
- Must be willing to attend progressive job-related training as requested.
- Must be able to work evenings, weekends, and/or holidays as needed or requested.
- Must be willing to work an “on-call” rotation to support Commercial and Residential services.
- Must adhere to strict confidentiality of information seen or heard.
- Must maintain a professional appearance and adhere to company dress code policy.
- Must follow all policies and procedures.

PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Must be 18 years of age or older (attach documentation with application).
- Must have a valid Washington State Driver’s License (attach copy).
- Must be authorized to permanently work in the United States without sponsorship.
- Manual and finger dexterity for the operation of a work tools, computer and routine paperwork.
- Stamina to sit, stand, and/or walk for prolonged periods of time.
- Mobility to bend, stoop, and/or climb stairs on an occasional basis.
- Ability to lift 75 lbs.

SPECIFIC JOB PERFORMED:

- Must be able to troubleshoot and make repairs to components associated with the RF, AC, and DC portion of the forward and reverse direction of the cable plant, such as system levels, signal losses, off air interferences, including troubleshooting of optical links.

- Perform routine signal sweeping, balancing, and adjustment of components and equipment to amplify and process signal.
- Test main trunk lines and distribution portions of the cable plant using Signal Level Meters, Volt-Ohm meters, spectrum analyzers and other related test equipment on a regular basis.
- Test power supplies on a regular basis and perform Field Engineering Walkout as required.
- Monitor and record system leakage and repair drop leakage.
- Perform installation works as needed, including connects, disconnects, upgrades, downgrades, relocates, installation of additional outlets and installation or removal of equipment.
- Installation of optional configurations available with subscriber owned equipment.
- Assure proper signal levels and picture quality on all television sets, clean the premises of all debris and materials after the installation.
- Efficiently setup high-speed data services in all major computer operating systems, Internet browsers, and email client programs.
- Troubleshoot drop installations from the tap to the home including all connected devices.
- Diagnose and troubleshoot cable terminals and modems.
- Assist customers on proper use of services and equipment.
- Perform all work to conform to quality control guidelines (includes compliance with requirements outlined in applicable regulations such as: TOSHA, FCC, and NEC, etc.).
- Ensure all required documentation is complete and submitted in a timely manner.
- Become familiar with the safe operation of the work vehicle and ensures vehicle is properly maintained, and in proper running condition, and inventory is organized and well maintained.
- Attend weekly meetings with peers and management.
- Maintains and upholds current policies and procedures.
- Performs other related duties as deemed necessary or requested.

TERMS OF EMPLOYMENT:

This is a Regular Full-time position, requiring at least 40 hours per week, or 2080 hours per year. Employee may be required to work after hours, weekends, special events and/or on call. Employees will be required to work on-site, no telecommuting. No provisions for relocation will be provided.

Disclaimer: The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.