

**Volcano Communications Group**  
**Job Description**

**Job Title:** CATV Converter Repair Technician  
**Department:** CATV Installation and Service  
**Reports To:** CATV Manager  
**FLSA Status:** Nonexempt

**SUMMARY**

Diagnosis and repairs converter boxes and associated equipment by performing the following duties.  
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**NOTE: THIS JOB IS CLASSIFIED AS A SAFETY SENSITIVE JOB. PERSONS APPLYING FOR OR TRANSFERRING INTO THIS JOB MUST SUBMIT TO AND SATISFACTORILY PASS A MANDATORY DRUG TEST AT THE COMPANY'S EXPENSE PRIOR TO HIRING OR TRANSFER.**

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**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

This job is in a class which requires a high degree of safety sensitivity. Employees are required to be highly alert. Employees must fully comply with all safety requirements which include reporting to work fully alert, sober and capable of performing all assigned duties safely.

Performs diagnosis to identify problems with customer premises equipment such as STB, Modems and remote control units. Performs necessary repairs and/or replaces defective parts. Uses appropriate tools and test equipment to accomplish repairs.

Maintains an adequate stock of repair parts.

Ships equipment needing repairs to vendors.

Completes, maintains and processes pertinent paperwork and records in an accurate and timely manner.

Maintains integrity of physical inventories by recording all transactions.

Assists co-workers in procedures which they are not familiar, both giving and receiving information.

Interacts and participates effectively with managers, co-workers, and others. Affects positively the performance of other employees, including assisting co-workers and working to accomplish job and company objectives.

The Company has set dress standards for each department that are commensurate with public contact involved in the position and specific job duties. This position is the first point of contact to the organization that many customers will make. Dress code and appearance is to be well groomed, tasteful, and professional.

Consistent and regular attendance of at least 40 hours per week. Shift days, times, and lengths may vary. Must be available and may be required to work overtime.

During outages or service interruption, call-back and call-out occur.

Performs other related duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

**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.

## **EDUCATION and/or EXPERIENCE**

High school diploma or equivalent.

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret documents such as safety rules, general business periodicals, professional journals, and technical procedures. Ability to effectively present information and respond to questions from managers, clients, customers, and the general public.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, proportions, and percentages. Ability to apply concepts of basic mathematics.

## **REASONING ABILITY**

Ability to solve practical problems, deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid and unrestricted 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 use hands to finger, handle, or feel and talk or hear. The employee frequently is required to stand, walk, reach with hands and arms, climb, balance and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds, occasionally assist in moving up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing 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 exposed to high, precarious places and outside weather conditions. The employee is occasionally exposed to moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and risk of radiation. The noise level in the work environment is usually moderate.