

Employment Opportunity

8802 27th Ave NE, Quil Ceda Village, WA 98271
Office: 360-716-5000 • www.QuilCedaVillage.org



Quil Ceda Village
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JOB TITLE: Installation Technician

DEPARTMENT: Salish Networks

JOB DESCRIPTION: Maintains and repairs all Tulalip Broadband CATV services and equipment. Installs, troubleshoots, and makes necessary repairs to subscriber equipment and services.

TO APPLY: Complete the web form application located on the Quil Ceda Village Self Service portal: <https://ess.tulaliptribes-nsn.gov/MSSQCV/employmentopportunities/default.aspx>. For more information or questions, please visit: <http://quilcedavillage.org/Employment> or call Quil Ceda Village HR at 360-716-5016.

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

EMPLOYEE CLASSIFICATION: Non-Exempt

EMPLOYEE REPORTS TO: Field Supervisor

EMPLOYEE SUPERVISES: N/A

EDUCATION:

- High School Diploma or GED Equivalent.

SKILLS:

- Must be self-motivated and detail oriented.
- Must have working knowledge of all system equipment and cables.
- Must be proficient in the use of Signal Level Meters, Volt-Ohm Meters, and Time Domain Reflect Meters.
- Must have general knowledge of a digital converter operation.
- Must have working knowledge in the operation of underground cable locating equipment.
- Must be proficient in the configuration of all Home Computer Internet browsing applications. Must have a working knowledge of Cable Modem installation, operation, and configuration.
- Must be proficient in VCR, DVR, and TV operation and programming procedures.
- Must have the ability to be accurate, timely, dependable, and follow instructions independently.
- Must have the ability to work well with customers and staff, exhibiting clear communication and customer relation skills.
- Must be able to recognize and maintain confidential customer information.

EXPERIENCE:

- Must have a minimum of three (3) years' experience in digital converter boxes operations.
- Must have a minimum of three (3) years' experience in basic cable installs.
- Must have a minimum of three (3) years' experience in cable modem and computer operations.
- Must have a minimum of three (3) years' experience in cable service and internet troubleshooting.
- Must have a minimum of three (3) years' experience in subscriber trouble call resolution.

OTHER REQUIREMENTS:

- Must have successful employment history and attendance with the Tulalip Tribes and/or other current and past employers.
- Must have a successful background check (No criminal or drug related activity).
- Must have a valid Washington State Driver's License.
- Must be willing to work an "On-Call" rotation as need or requested.
- Must be able to obtain a certification as a Traffic Controller (Flagger).
- Must be able to maintain independence and confidentiality.
- Must be able to meet deadlines and work under pressure and/or diversity in job duties.
- Must be willing to participate in continued education opportunities as required or as necessary for successful completion of assigned tasks.

PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Must be able to lift 75lbs or more. (Agility Test Required).
- Stamina to sit or stand for prolonged periods of time.
- Tolerance for exposure to computer screens for prolonged periods on a regular basis.
- Mobility to walk, bend, stoop, or climb stairs and ladders on a regular basis.

SPECIFIC JOB PERFORMED:

- Must be able to perform the duties of an installer, test power supplies on regular basis and perform system walk out as required.
- Monitor and record system leakage and make repairs as needed to insure FCC requirements are met.
- Perform basic installation of necessary cabling and hardware for the reception of Tulalip Broadband services.
- Perform connects, disconnects, upgrades, downgrades, and relocates; install additional outlets, and installs or removes 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.
- Monitor and record system, drop, and in house leakage; maintain records including daily logs, gas sheets, etc. as required; properly record all required information on work orders, surveys, referrals, etc.
- Perform customer service work orders in a prompt and professional manner.

- 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 digital cable terminals and cable modems.
- Promote Cable, Internet, and other current and future Tulalip Broadband services; educate customer on proper use of services, including how to add additional services and access help online, channel lineups, proper equipment usage, and other services that are available.
- Perform all work to conform to quality control guidelines (includes compliance with requirements outlined in applicable regulations such as: TOSHA, FCC, and NEC, etc.).
- Ensures all required paperwork is legible, complete and submitted in a timely manner.
- Become familiar with the safe operation of the work vehicle and insures vehicle is properly maintained and in proper running condition, and inventory is organized and well maintained.
- Clean, maintain, stock, and secure assigned work vehicle and equipment.
- Maintains and upholds current policies and procedures related to Tulalip Broadband.
- Performs other duties as assigned.

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. Upon successful completion applicable probationary period employee may be eligible for an increase in pay, subject to budgetary restriction. 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.