



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: System Technician

DEPARTMENT: Tulalip Broadband

JOB DESCRIPTION: The system technician 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 (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:

Knowledge of:

- Must be self-motivated and detail oriented.
 - 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 the operation of underground cable locating equipment.
 - Must have a 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 VCR, DVR and TV operation and programming procedures.
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Ability to:

- 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 communications and customer relation skills.
- Must be able to recognize and maintain confidential customer information.
- Must be able to follow verbal and written instruction.

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
- 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 and attendance with the Tulalip Tribes and/or other current and past employers.
- Must have a valid Washington State Driver's License.
- Must be willing to work in an "On-Call" rotation as needed or requested.
- Must be able to obtain a certification as a Traffic Controller (Flagger).
- Must be able to meet deadlines and work under pressure and/or diversity in job duties.
- Must be able to maintain independence and confidentiality.
- Must be willing to participate in continued education opportunities as required or as necessary for successful completion of assigned task.

PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Must be able to lift 75lbs or more

SPECIFIC JOB PERFORMED:

- Must be able to perform the duties of an Installer, Service Technician and 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 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 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 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.
- 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.).
- Ensure 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.

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.