

**Title: Member Service Technician**

Are you wired for success? VernonCom is seeking a driven technician committed to delivering top-notch service to our members. Experience in structured cabling and commercial work is highly valued.

Description:

This position installs, maintains, and services customer premises equipment. Typically installs drop wires, station protectors, and network interface devices, and performs initial wiring or rewiring for new subscriber systems. May install and maintain multi-line key systems, PBXs and other unregulated equipment.

Potential Responsibilities:

- Perform installation and maintenance of all necessary cable wiring (interior and exterior) and hardware from the central office to the customer premise equipment for the reception of telephone, IPTV, internet, and other communication services that are offered for single, multi-family and/or commercial dwellings; perform all work as necessary to conform to quality control guidelines.
- Install drop wires, station protectors, and network interface devices.
- Perform connects (new connects and reconnects), disconnects (requested and non-pays), upgrades, downgrades, relocates, install additional outlets, and install or remove equipment, etc. as instructed, for residential and commercial applications.
- Connect various options available with customer's equipment.
- Market, sell, install, repair and maintain multiline telephone key systems, PBXs, data transmission and associated equipment. This would include automatic answering devices, coupling devices, automatic dialers, hands-free telephones, data sets, fax machines, intercom systems and alarm systems.
- Prepare proposals for prospective sales to new and existing customers.
- Prepare job specifications, conduct acceptance tests after installation of new equipment and repair trouble in maintained equipment.
- May diagnose and repair trouble in switching equipment, voice frequency repeaters, loop extenders and cable loading systems.
- Monitor and manipulate computer console controls following established procedures.
- Maintain routine records, including archives and system logs.
- Perform system maintenance including backup and recovery and data archiving.
- May be called upon to install, repair, locate and mark buried cable and aerial cable.
- Clean, maintain, stock, and secure assigned vehicle and equipment.
- Promote and sell cooperative provided equipment and services; educate the customer on their use.
- Comply with requirements outlined in applicable regulations such as: OSHA, FCC, and PSC, etc.



- Maintain records including daily time sheets, service orders, work orders, surveys, referrals, etc.

Position Requirements:

- High school diploma or GED.
- Must possess and maintain a valid driver's license.
- Professional attitude and appearance.
- Exceptional customer services skills.
- Ability to adhere to Local, Federal regulations and Company policies.
- Knowledge of basic mathematics and electronics.
- Knowledge of computers, Internet and use of email.
- Knowledge of Telephones and associated features.
- Competent with the following hand tools: electric drills, hammers, wrenches, screwdrivers in the installation of communications equipment and wire.
- Ability to accurately measure distances, using tapes or other measuring devices.
- Ability to differentiate between different sizes and colors of wires.
- Ability to work with small components and wires to make cable connections in tight spaces by bending, reaching and twisting.
- Ability to operate appropriate computer or test equipment associated with position.
- Ability to perform job from high places (i.e. poles and roofs).
- Ability to prioritize, organize and follow through.
- Ability to carry, climb and operate extension ladder, working from heights on poles and roofs.
- Ability to walk over all types of terrain in all kinds of weather while carrying tools and equipment, including ladders, and fully loaded tool belts.
- Must work independently and as a team.
- Ability to work while standing 50 - 70% of the time.
- Ability to manage multiple projects and tasks.
- Maintain a positive attitude during times of increased workloads and unexpected deliverables.
- Willingness to work extended hours, weekends and holidays as necessary.
- Capable of fostering close relationships with other administrative personnel creating a positive work environment based on teamwork and mutual respect.
- Travel may be required.

Physical Requirements:

- Normal office or household environment with frequent exposure to outside work in all kinds of weather, at all times of day and night. (Enduring temperature extremes).
- May work in confined spaces.



- Frequent vehicular travel, in all types of weather. (Many times in excess of 4 hours per day).
- Exposure to dust, dirt, noise, insects, cleaning solutions.
- Frequent maneuvering and manipulation of parts and equipment weighing 20 lbs.
- Periodic maneuvering of equipment weighing up to 75 lbs.

Job Type: Full-Time, Exceptional Benefits.

Compensation: Range based on industry standards and experience: \$25.00-\$35.00/hour

Work Location: 103 N. Main Street, Westby, WI 54667

If you're interested in joining our team, please see our website to complete an application and upload cover letter and resume.

www.vernoncom.coop

For a more detailed job description, please contact Amy Swiggum:

aswiggum@vernoncom.coop

Position open until filled.