

Fiber Installer Technician

Job Status: Open - open and accepting applications

A **Fiber Installer Technician** position is currently available in the Community Services Division. This position is responsible for the installation, maintenance, and repair of fiber optic cables and equipment required for high-speed internet and related services in residential and commercial areas. This is a permanent, full-time position @ 18.25 an hour.

Some of the major duties include but are not limited to:

- Perform FTTH installations, including fiber optic cable routing, termination, fusion splicing, and testing, ensuring compliance with industry standards and specifications
- Conduct site surveys to assess the feasibility and design of fiber optic networks, considering factors such as routing, cable placement, and equipment requirements
- Install, configure, and troubleshoot active network equipment, such as optical network terminals (ONT's), routers, and switches, as needed for successful FTTH deployment
- Collaborate with project managers and network engineers to develop installation plans and ensure timely completion of projects within budget and scope
- Maintain accurate documentation of installations, repairs, and equipment inventory, utilizing appropriate tools and software
- Perform tests and measurements to verify the quality and performance of installed fiber optic connections, utilizing optical light meters and other relevant testing equipment
- Diagnose and solve service outages, connectivity issues, and equipment failures through efficient troubleshooting techniques
- Provide excellent customer service by addressing customer inquiries, concerns, and requests professionally and promptly
- Adhere to safety protocols and guidelines, ensuring a safe work environment for yourself and others

Knowledge required for the position:

- Modern IT industry practices including technical, economic, and competitive trends in the broadband industry

- IP networking, GPON, and network security principles and concepts
- Methods and techniques of communications technology, including principles and practices of installation and operation of broadband services
- Positive and effective customer service principles
- Policy and procedure development practices

Minimum qualifications: High School Diploma or equivalent and valid driver's license required. Technical certifications or vocational training in telecommunications or fiber optics is highly desirable. Proven experience in fiber optic installation, termination, and splicing, preferably in an FTTH or telecommunications environment. Familiarity with industry standards and best practices for **FTTH** deployment. Proficiency in operating and maintaining fiber optic tools and equipment, including fusion splicers, cleavers, OTDR, power meters, and light sources. Ability to read and interpret technical drawings, blueprints, and design specifications. Strong problem-solving skills and ability to troubleshoot issues effectively. Excellent communication and interpersonal skills to interact with customers and work collaboratively with team members. Ability to pass a pre-employment drug test and random drug testing.