

TALLAHATCHIE VALLEY ELECTRIC POWER ASSOCIATION
JOB DESCRIPTION

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| Title: | Installation and Repair (I&R) Fiber Technician | Reviewed: | January 2024 |
| Job Code: | 57-2421 | Exempt Status: | Non-Exempt |
| EEO-1 | | Reports To: | Fiber Operations Manager |
| EEO-1 Class | | Supervises: | None |

ABOUT US:

Tallahatchie Valley Electric Power Association is celebrating more than 80 years of providing electric service to almost 28,000 homes, farms, businesses, and industries in nine north Mississippi counties. TVEPA brought electricity to rural Mississippi 80 years ago and is now making history in becoming the first electric cooperative in the state to form a subsidiary (TVI-fiber), to provide high speed internet services by offering fiber to the home at gigabit speeds. TVI-fiber has been established to provide fiber to every member that desires services, including residential and business users.

JOB PURPOSE

Actively engaged as an employee advocate and fully committed to supporting our strategic vision to be and become known as the BEST in our industry(s) through integrity; putting our customers at the center of everything we do; a relentless passion to be the best; being competitive, bold, innovative. and adding value; an ownership mentality, behavior, and accountability; an unyielding commitment to quality; respect for our internal and external customers; continuous improvement; being resourceful, productive, and efficient; and maximum dedication and effort with high energy, enthusiasm, and urgency.

DUTIES AND RESPONSIBILITIES

Primary Functions

- Install fiber drops to the home. Must be able to fusion splice fiber connectors at Customers Premise. Knowledge of CAT5 and CAT6 color code. Must be able to use and operate an OTDR, Light Meter, Light Source, and Multi-Meter. Must be familiar with VOIP installations.
- Be responsible for company assets such as tools, proprietary Software, & site database. Locate and alleviate trouble with damaged equipment or cabling. Readjust equipment, repair or replace inoperative equipment, and test for operation.
- Conduct customer premise surveys, make recommendations on equipment placement, timely process work order modification, and manage schedule impact.
- Provide prompt, courteous, and excellent customer service. Promptly report defective material / equipment and inaccuracies or omissions in job information that may result in inadequate service for customers.
- Clean up debris from installation, patch drill holes, and return unused materials. Return customer premise to like or better conditions.
- Must be familiar with OSHA requirements and communicate them with other employees.

- Must be able to complete normal Installation of FTTH without assistance.
- Must be able to fluently read telecom outside plant records for turn-up and troubleshooting a telecom outside plant fiber network.
- Must be able to make recommendations on new approaches to current telecom outside plant fiber network.
- Must be able to schedule work and complete tasks in a timely manner. Must be able to help with team coordination efforts to create an efficient work environment.

Qualifications

- **Education and Accreditation(s):** High school diploma or equivalent required.
- **Experience:** Experience with IPTV, Cable TV, Fiber splicing, wireline phone, or general construction (preferably telecom) required
- **Knowledge:** Basic employee safety and general understanding of electrical work.
- **Abilities/Skills:** Must possess a high degree of interpersonal skills. Must possess and demonstrate excellent written and verbal skills, with the ability to communicate construction scenarios clearly to other team members or outside parties. Must obtain certification in climbing poles within communication space.
- **Driving:** Must possess a valid Mississippi Class A commercial driver's license. Must maintain an acceptable driving record.
- **Physical Demands:** Must be physically fit, able to lift 60+ lbs, bend/crouch regularly, extensive walking, etc. Must be able to work outside in all-weather environments and terrain on a regular basis. Must be able to sit for long periods of time and use computer keyboard and/or mouse, while viewing computer screen. Must be able to work on a ladder for an extended period. Must have good hand eye coordination.
- **Work Environment:** The position often involves irregular and long hours including nights, weekends, and holidays. On call rotation is required and must be available during emergency conditions.

Functions performed by all TVEPA Employees

Keeps informed and complies with all TVEPA policies, procedures, and rules. Participates in Job Safety and Training. Complies with all TVEPA safety rules and regulations. Exercises reasonable care in the use and security of all TVEPA assets. Makes every effort to serve all members courteously and efficiently, to respond to their inquiries, satisfy their complaints and if unable to do so, refer them to the proper persons. Always makes every effort to do all possible to develop members' support. Keeps supervisor informed of all activities and advising of unusual situations or problems that arise. Cooperates with all employees in maintaining good relationships and high morale, exchanges ideas, information, and job experiences.

EXTERNAL RELATIONSHIPS:

Maintain good relationships in all contacts with the public. Establishes effective working relationships, provides information, assistance, coordination, advice, and other positive communication that best represent the business needs of the Association with the following:

- **Members-Consumers:** Responds to inquiries, provides advice and assistance, and promotes Association programs, policies, plans and service.
- **General Public and Community:** Maintains good relationships in all contacts with the public and community. Presents a friendly, positive, and professional image for the Association.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all duties and responsibilities of personnel so classified.

After an offer of employment has been made the Association requires a physical which will include both alcohol and drug testing.