



VYVE BROADBAND JOB DESCRIPTION

Broadband Technician I-III (BT-I-III)

Vyve Broadband, founded in 2012, is an innovative company serving largely non-urban communities in eight states, including Oklahoma, Texas, Arkansas, Kansas, Louisiana, Tennessee, Georgia and Wyoming. A technology leader in the cable and broadband sectors, Vyve Broadband offers an extensive range of broadband, fiber connectivity, cable television and voice services for commercial and residential customers. Vyve was formed as a platform to provide the very best next-generation services and features available, along with a sector-leading customer experience. Residential services include high-speed Internet with speeds up to 1 Gig, all-digital, high-definition video and fully featured digital voice. Vyve Business Services include optical Ethernet, PRI and hosted voice services for the business community.

JOB SUMMARY

The Broadband Technician I-III or BT-I-III performs routine installations, disconnects, pre-wires, change of service, and multiple dwelling unit (MDU) wiring for video, voice, and data of residential and commercial customers. Ability to troubleshoot from the tap to the customer premise equipment in order to repair and/or restore all subscribed services.

Provide customer education on all products, equipment, and services. Provide exceptional service and first call resolution to service issues. Able to identify other services and products needed by the customer and provide real time upgrades, sales and upgrades will be a job requirement. Flexibility of hours worked and overtime required for a 24/7 operation. Work is indoor and outdoor in all weather conditions.

Job Responsibilities (May perform any or all of the following duties):

- Performs customer drop installations, reconnects, disconnects, additional outlets, and service upgrades / downgrades from the tap to the customer's equipment in single premises and MDUs, following safe work practices, Vyve Broadband installation practices, NEC and NESC requirements, and local ordinances, in order to provide video, voice, and data products.
- Survey the installation route and reviews proposed route with the customer in order to obtain agreement on the location of cable outlet(s)
- Review all requested services with the customer in order to ensure understanding and accuracy of the order.
- Cleans, maintains and stocks vehicle and equipment in order to be prepared to perform required duties
- Inspect existing bond or make new bond in accordance with the National Electrical Code (NEC) in order to protect employees, customers, and equipment from electrical shock or damage
- Ensure proper clearance of all drops in accordance with the National Electric Safety Code (NESC)
- Installation & certification of all customers premise video and data lines that entail climbing poles, ladders, crawl spaces, attics and other assigned heights

- Reconcile customer payments and equipment that include cable box, modems, local power supply unit and network face Internet unit
- Review maps to route job orders in an efficient and timely manner
- Attend all required technical, safety and team meetings
- Thorough knowledge of cable and internet products, programming choices and prices.
- Complete associated paperwork with each work order in a timely manner in order to ensure all details of the work are recorded for entry in the customer's account when work is checked in.
- Properly operate and maintain installation tools and equipment.
- Report vehicle repair or service when required and/or prescribed
- Advise supervisor immediately of any accidents, losses, injuries or property damage
- Install Internet service to include Network Interface Card or USB adapter, perform full Internet and RF installations
- Provide customers with product and service information
- Sell complete packages, upgrades services and saves customers from downgrading or disconnecting
- Work frequently includes excessive noise, fumes, dusts, gases, chemicals and requires lifting up to 70 lbs.
- Perform other duties as needed to meet customer expectations

Minimum Requirements

- High School Diploma or equivalent.
- Six months to one-year experience preferred.
- Valid driver's license and satisfactory driving record.
- Skilled in communicating with customers in a clear, customer-focused and understood manner.
- Knowledge of basic mathematics.
- Ability to work independently or with a group.
- Ability to prioritize and organize work and materials effectively.
- Requires punctual, regular and consistent attendance.
- Ability to work mandatory overtime and a flex schedule for on-call duties.
- Customer service and technical skills orientation required.
- Ability to perform job from high places (on poles, roofs, towers).

WE PROUDLY OFFER:

- **a friendly and fun work environment**
- **communication and training**
- **great benefits package**
- **courtesy cable (in our markets)**
- **a culture that encourages growth**

Vyve Broadband is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, handicap, disability, marital status, veteran status, reserve or National Guard status, or any other status protected by applicable law.