



Empire Access Job Description

JOB TITLE:	Construction Technician
DEPARTMENT:	Construction
WORK LOCATION(S):	Prattsburgh, NY
REPORTS TO:	Construction Supervisor

Job Summary:

Responsible for, but not limited to, construction and installation of copper and fiber cable, installation of aerial and buried cable as needed. Empire Access is a fast-growing telecommunications company that operates a state-of-the-art fiber optic network; delivering Internet, Phone, TV and Security products.

Job Specific Requirements:

- Must have good communication and organizational skills.
- Ability to self-motivate and perform tasks with limited supervision.
- Ability to work well with staff members in the company.
- Must have good customer communication skills.
- Must be able to obtain a CDL license.
- Must be able to handle physically demanding manual labor.

Education:

- Minimum of High School Diploma and ability to demonstrate some Computer Literacy.
- Experience in the Technology related field would be a plus.
- Degree in Technology related field would be a plus.

Experience:

- Heavy equipment operation a plus.
- CDL license a plus.

Complexity of Duties:

- Must be able to make decisions using best judgment to ensure that all tasks are completed in a timely manner.
- Ability to handle heavy ladders, climb poles and distinguish standard color code.
- Must be able to comprehend and use basic trouble shooting techniques to resolve cable issues.

Supervisory Responsibility/Supervision Received:

- Supervision received by Construction Supervisor, Senior Technician and Corporate Staff.

Attendance:

Works scheduled hours outlined by supervisor. Contact supervisor prior to any absence of work. Request vacation time in a timely manner.

Organization Impact:

- Customer Service and Maintaining the Corporate Image as a Hometown local business that is here and responsive to our customer needs and issues.
- Provide high level professional support to the customers.

Contact with Others:

- Daily contact with company staff and customers.
- Contact as needed with support representatives from other companies.
- Contact with other company's staff during project work, and other various tasks.

Working Conditions:

Work requires mostly outside cable work, both aerial and buried, copper and fiber. Most tasks are outdoors and at customer locations, with some lifting necessary. Some traveling may be necessary for this position.

Key Responsibilities:

- Customer Support.
- Maintain and repair copper and fiber cable.
- Maintain and install FTTH and Copper drops.
- Work with installation technicians to resolve any phone, DSL and IPTV problems.

Our Benefits:

- 401(k)
- Medical, dental, vision and life insurance
- Paid vacation, holidays and leave programs
- Tuition reimbursement
- Flexible spending accounts
- Volunteer opportunities

Contact:

jobs@empireaccess.com

607-522-3747

Empire Access is an equal opportunity employer.

