



**Position Title:** Combination Technician – Outside Plant Intern

**Department:**

**FLSA Status:** Non-Exempt

**Reports to:** Installation and Repair Supervisor

**Date Created:** March 2025

**Position Summary:** The Combination Technician OSP Intern will provide high quality, effective and efficient service and support to all customers and potential customers during the installation and repair process. This internship is a hands-on opportunity to gain experience in installation, maintenance, and service of fiber networks.

### **Essential Job Functions**

- Actively encourage teamwork, open communication and cooperative interaction by promoting a positive work environment that reflects the company's vision and values.
- Handle all information in an unbiased and confidential manner.
- Ability to provide troubleshooting techniques pertaining to routers, devices, email, password management, and video services.
- Installation of customer wired and wireless networks including all necessary hardware and software.
- Maintain strong knowledge of all products and services offered by FAB, LLC.
- Assist with installing new service, diagnosing and repairing problems for existing services, to and within the customer premise.
- Complete paperwork, maintain repair parts in inventory, maintain confidentiality regarding information being processed or stored, and perform customer follow up.
- Assist with recommending repairs, perform authorized repairs, perform post repair checks, address walk-in customers, and answer customer questions as needed.
- Assist with installation of customer wired and wireless networks (Voice, Video, Fiber/Copper/Wireless Data) including all necessary hardware and software configuration.
- Provide customer education regarding internet enabled devices.
- Assist with accurate and timely location of company facilities in compliance with 811 rules.
- Assist with fiber optic splicing and repairs
- Assist with preventative maintenance and needed repairs within the outside plant network.
- Assist with marking/labeling fiber optic and/or copper facilities.
- Assists with plowing service installations.
- Perform high-quality landscape restoration after plowing project completion.
- Assist with servicing, cleaning, maintaining and repairing equipment and ensure equipment is in proper and safe working condition.
- Assist with repairing communications and/or broadband equipment for the purpose of ensuring service is provided timely and appropriately to those customers needing services.
- Assiss with installation, maintenance and repair of customer and internal VoIP services.
- Maintain a clean working environment as to ensure the safety of all employees, vendors, and customers.
- All other duties as assigned.

### **Preferred Talents**

- Ability to communicate with customers, co-workers and various business contacts in a courteous and professional manner.
- Skill in operating various office equipment such as personal computer, various software programs, smart phone, and telephone systems.
- Drive to learn new skills and stay current with changing technology.
- The ability to adhere to Company policies and procedures.
- Ability to function effectively as a team player as well as work independently.
- Knowledge of network troubleshooting techniques and understanding of Microsoft Office Applications.
- Experience working with basic hand tools.
- Ability to describe and demonstrate products and features to customers.

- Ability to complete work accurately under time constraints and deadlines.
- Self-motivated, exhibiting abilities to make difficult and sound decisions under times of stress or duress.
- Excellent organization and documentation skills.
- Knowledge and understanding of the procedures of installing and maintaining hardware and software, routers, telephones, key systems, network security and back up techniques.
- Ability to pay close attention to detail.
- Ability to improve or redesign procedures for specific installation/repair problems.

**Qualifications**

- Valid Driver’s License.
- Mathematical Skills.
- Computer Skills.
- Troubleshooting Skills.

**Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to handle or feel, reach with hands or arms, climb or balance, talk or hear. The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%	0-24 lbs	25-49 lbs	50-74 lbs	75-100 lbs
Seeing: Must be able to read computer screen and various reports.				X				
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X				
Standing/Walking:				X				
Climbing/Stooping/Kneeling:				X				
Lifting/Pulling/Pushing - Weight							X	
Sitting:				X				
Fingering/Grasping/Feeling: Must be able to write, type and use the phone.				X				

**Working Environment**

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.