



## Job Posting

**Location:** Western Region - Port Orchard, WA

**Job title:** Broadband Technician III

**Reports To:** Regional Technical Operations Supervisor

**Type of Position:**  
Non-exempt, full-time

**Salary:**  
Hourly, DOE

**Posting Period:**  
Until position is filled

**Purpose of Position:**

Provide outstanding customer service contributing to Wave’s success in making customers happy. Under limited supervision, perform complex installations, disconnects and service changes for residential and business customers. Perform basic troubleshooting and repair for services from tap to consumer’s electronic devices (TV, Cable Box, Modem, etc.)

**Responsibilities:**

- Perform repair and maintenance on multiple services including video, data and voice
- Perform all diagnostic, auditing, leakage detection, and record keeping expected of a Broadband Tech II; identify causes of picture and/or signal degradation; assist in outages as needed
- Perform quality control inspections by reviewing work completed by contract and in-house installers
- Assist in providing training to Broadband Technician I and II
- Perform installations, troubleshoot and repair customer cable and data services from the first active plant device to the connection of the customer’s equipment for single, multi-family, commercial dwellings and/or business service, including, as appropriate, all necessary wiring (interior and exterior) and hardware; install, troubleshoot and repair drops from tap to cable modem
- Troubleshoot distribution and entire return-path problems from tap to CPE (including troubleshooting, repairing or replacing defective or damaged components and/or installing new taps); install and configure network interface cards and client software on residential and business computer equipment; identify problems with customer’s system configurations and settings that interfere with use of the service
- Perform repair and maintenance on voice systems, including uninstalling and removing existing CPE; install, uninstall, and reconnect NIU devices and backup powering; initiate DHCP script
- Educate customer on proper use of services, including how to add additional services and access help online
- Perform all work as necessary to conform to quality control guidelines (includes compliance with requirements outlined in applicable regulations such as: OSHA, FCC, and NEC, etc and following procedures as outlined in the Installation, Technical, Operations, and Safety Manuals, and Employee Handbook)
- Perform installation, troubleshooting and repair for connects (new connects and reconnects), disconnects (requested and non-pays), upgrades, downgrades, and relocates; install additional outlets, and install or remove equipment; connect various options available with customer’s equipment per Company policy(s).
- Promote cable, Internet, and other Company services; educate the customer on channel lineups, proper equipment usage, and other services that are available; represent Company as needed to collect payments and secure appropriate customer signatures; relay customer feedback

- Clean, maintain, stock, and secure assigned vehicle and equipment
- Perform other duties as requested by supervisor

**Qualifications:**

- Ability to accurately measure distances, using tapes or other measuring devices
- Ability to adhere to Local, Federal regulations and Company policies
- Ability to carry, climb and operate extension ladder, (approx. 28 ft high and 75 pounds)
- Ability to climb poles using gaffs, hooks and climbing belt as needed
- Ability to differentiate between different sizes and colors of wires
- Ability to drive Company vehicle in a safe and responsible manner
- Ability to make cable connections in tight spaces by bending, reaching, twisting
- Ability to operate appropriate computer or test equipment associated with position
- Ability to perform job from high places (i.e. poles and roofs)
- Ability to prioritize and organize effectively
- Ability to use the following hand tools: electric drills, hammers, wrenches, and screwdrivers in the installation of cable to the residence and TV set converters
- Ability to walk over all types of terrain in all kinds of weather while carrying tools and equipment, including gaffs, ladders, and fully loaded tool belts
- Ability to work independently
- Ability to work while standing 50 - 70% of the time
- Ability to work with small components and wires to make cable connections
- Ability to comply with all Company implemented safety procedures
- Ability to demonstrate courtesy and patience in customer relations
- Knowledge of basic mathematics and electronics
- Knowledge of and ability to operate appropriate testing equipment (e.g. signal level meters, ohm meters, etc.)
- Knowledge of Return Path portion of cable plant operations
- Knowledge of National Electric Code and National Electrical Safety Code
- Vision ability: close vision, peripheral vision, and ability to adjust focus
- High School Diploma or equivalent
- NCTI or SCTE certification preferred
- Requires at least one year as BBT II
- BBT III assessment within 12 months
- Valid driver's license
- Satisfactory driving record
- Auto insurance
- Work indoors in poorly ventilated areas such as attics during extreme heat
- Exposure to dust, dirt, noise, insects, cleaning solutions
- Work outdoors in all kinds of weather and at all times of the day or night
- Work performed near power lines and electricity
- Work and travel in inclement weather

**Diverse Workforce / EEO:**

Wave recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. Wave requires a drug test, background check, employment and education verification as conditions of employment. WaveDivision Holdings is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

**To Apply:**

Interested candidates may send a cover letter and resume to [hrmgr@wavebroadband.com](mailto:hrmgr@wavebroadband.com)  
(please include the job title and location in the subject line of your email)