



## Job Description

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**Job Title:** DISH Tech 1

**FLSA Status:** Hourly

### **JOB SUMMARY AND PURPOSE**

Installs, tests, and repairs DBS and related equipment that receive communication satellite signals for commercial customers, residential customers, and retail outlets by performing the following duties.

**ESSENTIAL JOB DUTIES AND RESPONSIBILITIES** include the following.

- Reviews installation specifications, building permit, manufacturer's instructions, and government ordinances to determine installation site.
- Selects, orients and installs communication equipment, according to specifications, to meet customers' needs.
- Visually inspects installation site to identify obstructions, such as trees or buildings that could distort or block signals from satellite.
- Provide DISH Smart Home Services by identifying, educating, offering, and responding to additional product and service solutions for our customers.
- Performs off air broadcast network signal strength test, per guidelines. Intrigued
- Tests installed system for conformance to specifications.
- Instructs customer in use of equipment and ensures that documentation is effectively completed and submitted, as appropriate.
- Replaces or repairs defective parts.
- Accurately maintains van inventory and coordinates van maintenance schedules, to ensure vehicle is kept in good repair.
- Reports to perform daily assignments on a regular, predictable and timely basis. Satisfying this standard is critical to the efficient operation of work assignments.
- Works various shifts in response to customer service demands and staffing levels, including evenings, weekends and holidays.
- Satisfies all metrics and productivity standards and goals.
- Safely drive a motor vehicle alone.

Other duties as required. This list is not meant to be a comprehensive inventory of all duties and responsibilities assigned to this position.

### **SUPERVISORY RESPONSIBILITIES**

None

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED) preferred; Vocational and/or Technical training preferred.

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### SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Working knowledge of satellite/television installation services preferred.

### MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

### REASONING ABILITY

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

### CERTIFICATES, LICENSES, REGISTRATIONS

Valid drivers license with good driving record.

### SUMMARY OF TRADITIONAL PHYSICAL, SENSORY & ENVIRONMENTAL DEMANDS AND ACTIVITIES

The traditional physical and related demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical: While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to feel, reach and/or handle; climb and/or balance; stoop, kneel, crouch, and/or crawl; and talk and/or hear. The employee must frequently lift and/or move up to 75 pounds and/or move bulky objects. Must be comfortable working in small spaces and/or various heights. Will be required to climb ladders in a safe manner. Employee, including any tools or equipment that is carried, must be able to remain within the weight requirements of a 350 pound ladder.

Sensory: Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus. Must be able to safely operate a motor vehicle.

Environmental: While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to high, precarious places and risk of electrical shock. The noise level in the work environment is usually moderate.

### REPORTS TO

Field Service Manager

DISH is an equal opportunity employer and a drug free work place. DISH considers providing reasonable accommodations whenever necessary to enable otherwise qualified individuals with disabilities to overcome physical or mental disabilities that prevent them from performing the essential functions of the position or to otherwise enjoy an equal employment opportunity. The decision on granting reasonable accommodation will be made on a case-by-case basis.