

OPEN POSITION

TELECOMMUNICATIONS INSTALLER TECHNICIAN Independence Light & Power, Telecommunications

April 22, 2026

Position open until filled.

Independence Light & Power Telecommunications is seeking a dependable and motivated individual to join our team as a **Telecommunications Installer Technician**.

This position assists with the installation, troubleshooting, and maintenance of telecommunications and internet services. Responsibilities include supporting service technicians with customer installations, helping maintain the fiber and cable network, troubleshooting home networking equipment, and assisting with system construction and restoration. The position also helps maintain equipment and inventory while providing professional and courteous customer service.

More information is available at www.ilpt.com or at our office location, **700 7th Ave NE, Independence, IA 50644**.

Independence Light & Power is an Equal Opportunity Employer. Pre-employment drug screening and background check required.

Please submit your resume to: careers@ilpt.com

INDEPENDENCE LIGHT & POWER, TELECOMMUNICATIONS

JOB DESCRIPTION

Position Title: Installer Technician

Department: Telecommunications

Reports To: Telecom Operations Superintendent

FLSA Status: Non-Exempt

Revision Date: April 2026

Starting Pay Range: \$25.06 – \$30.75 based on qualifications

Work Schedule: Monday - Friday, 7:00am - 4:00pm with a one-hour lunch break.

JOB SUMMARY:

The Installer Tech provides support for the basic computer infrastructure of the company and for customers as it applies to ITU service offerings. Implementation of DOCSIS standards, GPON/XGS standards, and supporting Installer and Service Technicians with the completion of customer work orders. The Installer Tech demonstrates a positive, professional attitude. The Installer Tech is subject to emergency after- hour work, and follows Iowa State, OSHA, and ITU safety rules. The Installer Tech is expected to possess basic technical and working knowledge of home networking, DOCCISS and FTTH outside plant troubleshooting. The basic requirement of every position is to perform all tasks as assigned by the supervisor.

JOB DUTIES AND RESPONSIBILITIES:

1. Responsible for creating and maintaining positive and professional customer service relations with customers and staff.
2. Maintain technical integrity of outside plant in compliance within specifications determined by the network engineer.
3. Assist Installer and Service Technicians with completion of customer work orders
4. Proper operating knowledge of HFC test gear.
5. Assist with inventory control and purchasing.
6. Implement and troubleshoot in home networking and provisioning of cable modems.
7. Assist with HFC system construction and restoration
8. Perform scheduled "On-call" rotation
9. Perform other duties as assigned

MINIMUM QUALIFICATIONS:

- Minimum of a High School Diploma and 1 year of general labor experience.
- A two- year degree in Communications, or Business is desired but not required
- Strong working knowledge of wireless networking operations and provisioning
- Ability to interact with customers and co- workers in a positive and effective manner
- In- depth knowledge or ability to quickly learn company safety rules and regulations
- Must possess general computer knowledge and software applications such as Microsoft Office Suite
- Possess professional abilities to work in a team environment
- Must have or be able to obtain a valid Iowa driver's license within 3 months of hire date
- Good oral and communication skills
- Good office skills
- Excellent decision- making and technical skills
- Must be physically and mentally able to safely function in all aspects of this position
- Ability to work independently without specific direction and to effectively organize and establish work priorities

IN- HOUSE RECRUITING REQUIREMENTS:

In-house posting: The position will be posted in accordance with the Collective Bargaining Agreement. Eligible bidders will be personnel who have the knowledge, skills, and abilities listed in the minimum qualifications listed above. In all cases of promotion, the following factors shall be considered and where factor 1 is relatively equal, factor 2 shall govern; and where factors 1 and 2 are equal, factor 3 shall be used.

1. Knowledge, training, ability, and documented performance as determined by the Company
2. Length of Company service of a minimum 2 years.
3. Completion of the System Tech Certification Program.

PHYSICAL REQUIREMENTS/ WORKING CONDITIONS:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical activities include:

- Driving and operating trucks and equipment.
- Work is a combination of indoors and outdoors, in all weather conditions.
- Driving for extended periods, in all driving conditions.
- Possesses verbal and oral abilities necessary to communicate effectively in person, on telephone, and email.
- Possesses the manual abilities to work with heavy and light tools and materials.
- Possess the ability to work out of a bucket truck at various heights.
- Climbs ladders; works at various heights.
- Duties entail full body exertion, lifting, carrying, walking, pulling, and pushing. Lifts up to 60 pounds.
- Requires flexibility to work irregular hours and on- call, as required.

PERIOD OF PROBATION:

The person appointed this position shall be under a period of probation for six (6) months. A performance review will be performed prior to the end of the probation period.