# WHAT DO CABLE INSTALLERS DO?

Cable installers work in homes and businesses to install and repair telecommunications cables - which could be phone lines, internet cables or cable television. If it comes into your home or office through a cable, then a cable installer put it there.

They test lines when there is trouble reported by the customer, and modify, adjust or replace equipment that is malfunctioning. Cable installers often work directly with the customer, and customer service is a big part of this job, as is the technical know-how to use diagnostic tools to service telecommunications equipment.

## JOB SKILLS AND REQUIREMENTS

**Bookkeeping**: Cable installers need to keep track of parts used, time spent at a customer's house and repairs made.

**Color Vision**: Wires and cables are color coded for safety reasons, and installers must have color vision to help them in their job.

**Customer Service**: Working directly with customers means that cable installers need to be friendly, polite and be able to describe the actions being taken during repair or installation.

**Dexterity**: Installing and repairing wires and cables means using your hands, and having full range of motion in your hands and fingers is necessary.

**Technical Skills**: Working with computers, diagnostic equipment and complex machines is part of the job.

**Troubleshooting**: Cable installers need to be able to find the **root** cause of technical issues and devise a solution for repairing it.

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**Answer the following questions with NO MORE THAN TWO WORDS:**

1. Which are used to support telecommunication equipment?
2. What do the installers investigate when customers inform the problems?
3. What skill do the installers need to record their work?
4. Why do wires and cables have different colors?
5. Which skill do the installers need to find the cause of electrical problems?