

Broadband Technician Job Description

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JOB TITLE:

Broadband Technician

DEPARTMENT:

Information Technology

REPORTS TO:

Broadband Manager

JOB GRADE:

5/6

SUMMARY

Under the general supervision of the Broadband Manager, the Technician is responsible for superior customer service, installation, daily operation, maintenance, and problem resolution for a wireless broadband network. This position maintains the customer database, answers telephones, drives to remote tower locations in extreme weather. Will be subject to overtime and on call.

PRIMARY DUTIES AND RESPONSIBILITIES:

Primary Duties and Responsibilities for a Project Coordinator in the Broadband Industry:

- 1. Must have the initiative to complete work with minimal supervision.
- 2. Ability to organize own work, setting priorities and meeting critical time deadlines.
- 3. Ability to communicate effectively with co-workers, superiors, the general public, representatives of public and private organizations and others sufficient to exchange or convey information to customers.
- 4. Ability to understand and adhere to various program requirements, meet program deadlines and to maintain confidential information.
- 5. Installs, maintains, and repairs wireless Client premise Equipment (CPE) at customer locations.

- 6. Recognize and identify sales opportunities that meet the needs of customers and the Company, including promoting and closing sales of products and services.
- 7. Maintains the customer database.
- 8. Establishes new client accounts.
- 9. Handles money: Collects payments, deposits, and fees.
- 10. Maintains the tribe's wide area network (WAN), and ensures compliance with all applicable laws and regulations.
- 11. Documents system malfunctions and other operational difficulties or problems which have a significant impact on system operations.
- 12. Upgrades and installs network hardware and software components as required. Selecting preferred hardware and software and negotiating favorable prices, controlling of hardware and software to support integration & provision of software support.
- 13. Provides clients with network technical support. Responds to the needs and questions of clients concerning their access to the network.
- 14. Contacts service representatives regarding needed service; equipment malfunctions and needed repairs.
- 15. Disaster recovery planning and testing.
- 16. Assists the Information Technology Department with day to day tasks and projects.
- 17. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This is not a supervisory position.

QUALIFICATIONS

- 1. Mechanically inclined. Working knowledge of hand and power tools.
- 2. Computer literate.
- 3. Must be self-driven, self-motivated, results-oriented, customer service-oriented, while being an effective team player.
- 4. Superior customer relations and issue resolution skills.

- 5. Must be comfortable in a wide range of work environments, including but not limited to: confined spaces (attics and crawl spaces), heights up to 80' above the ground, standard office environments, and remote company and customer premises.

EDUCATION AND EXPERIENCE

Grade 5: Two (2) year course study above high school in related field or one year of specialized experience equivalent to at least a G4.

Grade 6: Three (3) years above high school or one (1) year of specialized experience equivalent to at least the next lower grade level.

Equivalent combinations of education and experience in a similar or related field are qualifying for this position.

CONDITIONS OF EMPLOYMENT:

- 1. All applicants are subject to the Tribe's Drug and Alcohol Free WorkPlace Policy including pre-employment screening.
- 2. Valid state issued driver's license and/or the ability to obtain a California or Oregon driver's license. Must be insurable on the Tribe's insurance policy.
- 3. Must pass a background check.

LANGUAGE SKILLS:

Must have the ability to read, write and comprehend simple instructions, short correspondence, and memos. With ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Knowledge of Karuk language is preferred but not required.

REASONING ABILITY:

Apply common sense understanding to carry out instructions furnished in written, oral and/or diagram form. With ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to walk, stand and use hands to finger, handle, or feel. The employee is occasionally required to sit, reach

with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk and hear. The employee must occasionally lift and/or move up to 60 pounds.

VISION REQUIREMENTS:

- Close vision (clear vision at 20 inches or less).
- Color vision (ability to identify and distinguish colors).
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).