

**ALLAMAKEE-CLAYTON ELECTRIC COOPERATIVE, INC.**

Postville, Iowa

**POSITION GUIDE**

**PART I—POSITION IDENTIFICATION**

POSITION TITLE: Broadband Technology Specialist

STAFF SERVICES REVIEW:

DEPARTMENT: Skyways Division

INCUMBENT: None

SECTION: BB Operations

DATE ADOPTED: August, 2014

APPROVED BY: Hollee L. McCormick

DATE REVISED: February 24, 2021

**PART II -- POSITION PURPOSE(S) - (Summary statement of principle objective(s) of position.)**

- A. Responsible for installing, servicing, and troubleshooting Fiber Optic, Wireless, High-Speed Data Networks, VOIP Digital Phone service, and Satellite Internet at homes and offices.

**PART III – CORE DUTIES AND RESPONSIBILITIES**

- A. Directly responsible for installation or service from the wireless radio or fiber to the customers' equipment. Installs equipment and network interface units and drop wires into customer location.
- B. Tests equipment to adjust for signal strength and ensure optimum reception. Communicates with customers on-site, encouraging them to upgrade equipment or service packages. Demonstrates proficiency in the working knowledge of most areas of the installation and service function.
- C. Recognizes deviation from accepted practices and confirms with senior staff appropriate next steps. Receives general instructions on routine work and detailed instructions on new assignments.
- D. Assists with record keeping appropriate to inventory, maintenance, licenses, updates, and purchases for all information technology-based equipment, software, hardware, and other products or services used by or available through the Cooperative.
- E. Assists with evaluating, purchasing recommendations, ordering, installing and maintaining communications systems, and specialized software-driven electrical apparatus and equipment.
- F. Repairs or corrects technical problems related to fiber, wireless radios, routers, satellite internet equipment, and related internet and video/audio equipment.
- G. Reviews work orders before the installation or repair. Correctly completes paperwork after completing a task, including materials list, tasks completed, and any other required information. Completes the subscriber information forms/contracts and provides authorization data for the subscriber to the Customer Service Representative for entry into the system.
- H. Performs any other duties as necessary to meet the Cooperative's objectives.
- I. Adheres to safety rules.

**PART IV—JOB REQUIREMENTS**

- A. Education: Minimum of a two-year degree in electronics or related electrical field. Closely related vocational training areas or one year's experience in cable, computer networking, or internet. Work experience may substitute for the two-year degree.

- B. Experience: Must possess experience with personal computers and software, computer networking, home router systems installation, and repair. Must have experience with software applications, internet applications, system integration of voice and data, phone systems, and wireless technology.
- C. Knowledge: Must possess an excellent working knowledge of personal computers and peripheral equipment, computer network systems, written and oral communication principles. Knowledge of basic electronics principles and Cooperative business practices would be an asset.
- D. Abilities and Skills: Must have the ability to work closely with other employees and follow directives. Requires the ability to communicate with demanding customers and the public in a manner that instills confidence. Requires a valid driver's license.
- E. Working Environment: Duties require working both indoors and outdoors. Travel within the Cooperative's service area with occasional travel away for training and meetings is required.
- F. Physical Characteristics: Must have good eye/hand coordination to climb ladders and use hand tools effectively. This position requires sitting, lifting, carrying, twisting, reaching, crawling, squatting and bending. The position also requires some repetitive motion with hands and fingers for such things as keyboarding, using test instruments, tools, etc.
- G. Non-Exempt Status: This position is classified as non-exempt by the Fair Labor Standards Act - with overtime pay when required.
- H. Position Level: This is a basic support position in the Cooperative's Skyways Division and reports to the Information Technology Specialist.