



Broadband & Information Technology Specialist

POSITION DESCRIPTION

Department:	Skyways Division	FLSA Status:	Exempt
Reports To:	Information Technology Specialist	Union Status:	Non-Union
Supervises:	No	Employment Status:	Full Time
Job Code / EEOC Cat:		Date Revised:	12/20/2022

Purpose of Position

As a field service and support position, the Broadband & Information Technology Specialist is responsible for the installation, servicing, monitoring, maintaining, and troubleshooting fixed wireless, fiber and VoIP. This position provides high quality services to our subscribers from the uplink provider to the customer’s point of use.

Position Responsibilities

The scope and duties of this position may change or be temporarily altered based on the evolving business needs of the Cooperative. The basic requirement of every position is to perform all tasks as assigned by your supervisor.

Key Responsibilities

Brief Description of Responsibilities

Essential Responsibilities:

While not all inclusive, the Broadband and Information Technology Specialist:

1. is directly responsible for the installation and service of broadband services to our subscribers.
2. recognizes the need to be diverse in skill application for various broadband related issues and be able to effectively communicate with team members and seek assistance to execute alternate remedies when necessary.
3. assists with inventory, maintenance, licensing, updating, and purchasing of broadband equipment.
4. reviews work orders; analyzes, troubleshoots, and repairs quality of service issues.
5. thoroughly completes work orders and submits to the Customer Service Representative to ensure proper billing and inventory control.
6. establishes and maintains professional working relationships with service providers and cooperative vendors.
7. must be able to demonstrate the ability to work well with the broadband team, high technical and mechanical aptitude, and willingness to learn.
8. will represent and promote the Cooperative by attending external meetings and conferences as necessary.
9. Must have working knowledge of infrastructure routing and network management.

Secondary Responsibilities: 1. Performs other duties as assigned.

Position Requirements All position requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

Key Requirements Brief Description of Requirements

Education, Licenses, Certificates, and Training Requirements: A two-year degree in broadband, telecommunications, electronics, computer technology or closely related field; or combined equivalent of education and closely related experience is required.
Must possess and maintain a valid CDL.
Insurable under Cooperative auto insurance policy.

Experience: Experience is preferred, but not required.

Knowledge, Skills and Abilities: Ability to operate computers and various electronic devices.
Working knowledge of Microsoft Office products is helpful.
Strong oral and written communication.
Ability to handle multiple projects simultaneously, while maintaining attention to detail.
Strong commitment to outstanding member service.

Work Environment: Duties are performed both indoors and outdoors.
Primary travel within the Cooperative’s service area.
Occasions of travel away for training and meetings as necessary.

Physical Demands: Regular sitting, standing, and bending
Frequent lifting, stooping, pushing, and kneeling
Prolonged use of fingers, hands, and wrists
Climbing ladders and working from heights
Ability to hear and verbally communicate
Ability to lift 50 lbs independently

This position shall have full authority to carry out these duties and responsibilities in conformity with established policies and procedures and shall utilize time in such a way as to fulfill the objectives of this position and the Cooperative.

This job description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by the immediate supervisor and other management as required.

ACEC reserves the right to revise or change the job responsibilities as business needs arise. This job description does not constitute a written or implied contract of employment, other than an "at-will" employment relationship.

Reviewed and Approved:

_____	_____
Direct Supervisor	Date
_____	_____
Department Head	Date
_____	_____
Human Resources	Date
_____	_____
CEO/General Manager	Date

Employee Acknowledgement:

_____	_____
Signature of Employee	Date