

# Join the Bloomer Team



**Job Title:** Network Specialist

**Reports To:** Operations Manager

**Location:** Bloomer, WI

**FLSA Status:** Non-Exempt, Full-Time

## Job Summary

Service and understand the facilities of the Bloomer Telephone Company network and customer equipment to fulfill telephone, internet, and television service needs. This position is responsible for meeting the needs of Bloomer Telephone Company's customers each day by providing network administration and helpdesk support. The Network Specialist is also responsible for assisting with on-premises service installation and troubleshooting to residential and business customers.

## Essential Job Functions

*(May include but are not limited to the following. Other duties may be assigned.)*

- Provides excellent customer service by responding promptly, courteously, and professionally to all customer inquiries/ correspondence by phone, in person, by email, or mail.
- Handles all information in an unbiased and confidential manner.
- Maintains network infrastructure and plant records using Visio, Excel, IVUE.
- Performs help desk duties for our Internet, Phone, and Video subscribers.
- Promotes Bloomer Tel's products and services.
- Reads and interprets technical documentation to aid in planning, install, provisioning, and troubleshooting.
- Installs, provisions, and maintains Bloomer Tel's servers and pc's - Apple, Linux, Microsoft.
- Installs, provisions, troubleshoots, repairs, and maintains L2/L3 network equipment such as firewalls, routers, and switches
- Installs, provisions, and maintains Calix, and VOIP equipment.
- Monitors the network to proactively identify issues and remedy.
- Provides backup for IT and Combination Technicians as needed.
- Uses various tools to monitor and troubleshoot networks (wireshark/tcpdump, PRTG, putty/cli, iperf/jperf, snmp, syslog, ect)
- Is available for after-hours maintenance and call-out.
- Exhibits discretion and keeps customer and Company matters confidential, adheres to Company CPNI and Red Flag rules.
- Adheres to established company policies and procedures.
- Accepts responsibility for decisions, conduct and actions.
- Demonstrates dependability through promptness, good attendance and adherence to timelines and schedules.
- Cooperates and works with all other departments for the maximum benefit of the company.
- Possesses a neat appearance for meeting the public on a daily basis.
- Must be able to deliver exceptional customer service to Bloomer Telephone Company's customers.
- Maintains a clean vehicle and working environment as to ensure the safety of all employees, vendors, and customers.
- Must be able to travel overnight occasionally for training, meetings, and conferences.
- Performs all other related duties as assigned by management.\*

*\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.*

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## Knowledge, Skills, and Abilities

- Projects a positive, professional attitude and can adapt to a rapidly changing environment.
- Demonstrates strong communication and telephone etiquette skills.
- Ability to communicate and present information effectively at all times, both in writing and in speaking.
- Skilled in using personal computer and related software; copier; calculator; phone system; and fax machine.
- Can effectively use MS Word, MS Excel, MS Outlook, and Company specific software programs related to job duties.
- Maintains working knowledge of Company products and services.
- Knowledgeable of all Company policies/procedures, including safety policies, and adheres to them.
- Possesses excellent organizational skills and pays close attention to detail.
- Excellent troubleshooting skills.
- Ability to maintain confidentiality.
- Ability to maintain a good working relationship with software providers, customers, co-workers and management employees through prompt, courteous and professional communication.
- Ability to think analytically and effectively problem-solve with sound judgement and a can-do attitude.
- Ability to read, interpret and understand documents, manuals, reports, and forms.
- Ability to use ladders, hand, and power tools.
- Understands WAN, LAN, Ethernet, VOIP, e-mail, and the OSI model, especially layers 1-4
- Possesses excellent time management and organizational skills.
- Ability to work in a fast-paced environment while prioritizing and completing multiple projects accurately within given timelines/deadlines and make sound decisions under times of stress or duress.
- Ability to work effectively as a team player as well as work independently.
- Knowledge and understanding of the procedures of installing and maintaining hardware and software, routers, telephones, network security, and back up techniques.
- Ability to pay close attention to detail.
- Valid driver's license and insurable driving record history.

## Supervisory Responsibilities

This job has no supervisory responsibilities.

## Education and Experience Desired

To perform this job successfully, an individual must be able to perform each item under "Essential Job Functions" satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Diploma – Required
- Valid and insurable driver's license - Required
- 1-3 years job experience - Required
- Associates Degree in IS, IT, Telecommunications, or similar; industry certifications or previous experience equivalent in networking, computer repair or technical support - required
- Mathematical Skills
- Computer Skills
- Troubleshooting Skills

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## Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of the job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear.
- The employee is regularly required to stand, sit, stoop, kneel, and walk. The employee must occasionally lift and/or move up to 74 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

## Physical Requirements

	0-24%	25-49%	50-74%	75-100%	0-24 Lbs	25-49 Lbs	50-74 Lbs	75-100 Lbs
<b>Seeing:</b> Must be able to read computer screen and various reports.				X				
<b>Hearing:</b> Must be able to hear well enough to communicate with employees, customers and business contacts.				X				
<b>Standing/Walking:</b>				X				
<b>Climbing/Stooping:Kneeling</b>				X				
<b>Lifting/Pulling/Pushing – Weight:</b>			X				X	
<b>Sitting:</b>				X				
<b>Fingering/Grasping/Feeling:</b> Must be able to write, type and use the phone.				X				

## Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

## Work Schedule

Defined by a Supervisor or Management.

## Other Requirements

- Proof U.S. Work Eligibility
- On-going training when deemed by Management
- Valid and Insurable Driver's License

**Note** *The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.*