



**BROADBAND**

**Bloomer Broadband**

**1120 15<sup>th</sup> Ave**

**Bloomer, WI 54724**

**715-568-4830**

**www.bloomer.net**

**Job Title: Broadband Technician**  
**Reports To: Broadband Operations Supervisor**  
**Location: Bloomer, WI**  
**FLSA Status: Non-Exempt, Full-Time**

### **Job Summary**

The Broadband Technician will perform required work in connection with the construction, maintenance, operation and servicing of telephone lines, broadband systems, IPTV, and related equipment. This position is responsible for meeting the needs of Bloomer Broadband's customers each day by providing support, technical expertise, and excellent customer service.

### **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 as well as company contacts by phone, in person, by email, or mail.
- Routinely installs customer services including fiber optic broadband internet, WiFi, VoIP, and IPTV as per the service order specifications and customer requests.
- Diagnoses, troubleshoots, and repairs customer services from the office and in the field.
- Runs and terminates wires in a professional, organized, and neat manner that meets building codes and customer standards.
- Installs, maintains, and repairs fiber optic plant utilizing best practices.
- Ability to read technical documents, interpret maps, and staking sheets.
- Provides insight and education to customers on the use and capabilities of Bloomer services to ensure they have an understanding prior to leaving customer premises.
- Informs customer service and/or supervisor of completed service orders, clears troubles and ensures all records are updated in an accurate and timely manner.
- Generates tickets and/or promptly notifies the supervisor of any hazardous or safety-sensitive areas to address and mitigate safety concerns effectively.
- Maintains strict confidentiality in all areas of company business in accordance with company guidelines and policies.
- Responsible for maintaining company vehicle and associated records in a safe, orderly, and proactive manner.
- Ensures truck, tools and other working equipment assigned are properly used, kept clean and in good working order. Any required repairs or loss of are reported to supervisor in a timely manner.
- Maintains, submits, and accounts for all inventory used while maintaining appropriate vehicle inventory levels in order to efficiently maintain workflow to customer satisfaction.
- Participates in company provided training to remain up to date of current and future technologies an equipment.
- Maintains proficient knowledge of company products and services, policies and procedures, and safety initiatives.
- Complies with all traffic laws, safety rules, regulations while operating a company vehicle or driving on company business.
- Promotes the sale of company products, services and features while educating customers on the use of equipment and/or upgrades in their services.
- Demonstrates ability to provide exceptional communication, customer service skills and problem-solving skills.
- Ability to be available and provide after-hours maintenance and support.
- 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.



### **Knowledge, Skills, and Abilities**

- Projects a positive, professional attitude and can adapt to a rapidly changing environment.
- Strong understanding of telecommunications industry and systems.
- Demonstrates strong communication and telephone etiquette skills.
- Ability to always communicate and present information effectively, both in writing and in speaking.
- Skilled in using personal computer, iPad, smartphones, 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.
- 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, IPTV, and back up techniques.
- Ability to pay close attention to detail.
- Maintains valid and insurable driver's license.

### **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 - preferred
- 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

### **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 stand and walk; 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.



## BROADBAND

### Physical Requirements

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%	0-24 lbs	25-49 lbs	50-74 lbs	75-100 lbs
Seeing: Must be able to read computer screen and various reports.				X				
Hearing: Must be able to hear well enough to communicate with employees, customers and business contacts.				X				
Standing/Walking:				X				
Climbing/Stooping/Kneeling:				X				
Lifting/Pulling/Pushing - Weight			X				X	
Sitting:				X				
Fingering/Grasping/Feeling: 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.