

Broadband Technician

Bloomer Broadband
1120 15th Ave.
Bloomer, WI 54724
715-568-4830
www.bloomer.net

FLSA Status: Full-time, Non-Exempt

Bloomer Broadband is seeking a **Broadband Technician** - to join our technician team as we look toward long-term continuity and internal growth.

About Bloomer Broadband

Bloomer Broadband is a community-focused broadband provider delivering modern fiber-based internet, voice, and video services to homes and businesses in our region. Our technicians play a critical role in connecting customers to reliable, high-performance networks while representing Bloomer Broadband with professionalism, integrity, and pride in workmanship.

Position Summary

The Broadband Technician is a hands-on, field-based role responsible for installing, maintaining, and troubleshooting fiber broadband services and customer premises equipment. This position combines **outside plant awareness, in-home networking, and customer education**, making it ideal for technically curious individuals who enjoy problem-solving and working independently while still being part of a close-knit team.

This role is designed for candidates who may not have every broadband skill on day one, but who demonstrate strong technical aptitude, customer focus, and the ability to grow through training and real-world experience.

What You'll Do

Core Responsibilities

- Install, activate, and troubleshoot fiber-based broadband internet, Wi-Fi, VoIP, and IPTV services in customer homes and businesses.
- Diagnose and resolve service issues both remotely and in the field using structured troubleshooting techniques.
- Run, terminate, and organize cabling in a professional manner that meets code requirements and customer expectations.
- Support fiber plant and drop infrastructure following established safety and quality best practices.
- Optimize in-home Wi-Fi performance and educate customers on proper equipment placement, usage, and service capabilities.
- Communicate clearly with customers, customer service staff, and supervisors to ensure accurate service documentation and a positive customer experience.
- Maintain assigned company vehicle, tools, and inventory in a safe, clean, and organized manner.
- Follow all safety policies, traffic laws, and company procedures while working independently in the field.

On-Call & Support

- Participate in scheduled after-hours or on-call support rotations as assigned to ensure service reliability for customers.

What Success Looks Like in This Role

Within your first 12–18 months, a successful Broadband Technician will:

- Confidently complete fiber service installations and troubleshoot common customer connectivity issues.
- Develop working knowledge of customer premises equipment, fiber drops, and network basics.
- Apply safe work practices around fiber optics, ladders, tools, and powered equipment.
- Build strong customer relationships through clear communication and education.
- Continue skill development through training, certifications, and hands-on field experience.

Skills & Aptitudes We're Looking For

Required

- High school diploma or equivalent.
- Valid and insurable driver's license.
- Mechanical or technical aptitude with the ability to learn new systems and technologies.
- Strong problem-solving skills and comfort working independently in the field.
- Professional communication skills and a customer-first mindset.
- Ability to safely use hand and power tools and work from ladders.

Preferred (Not Required on Day One)

- Education or coursework in IT, networking, telecommunications, or related technical fields.
 - Experience with fiber-to-the-prem (FTTP), HFC, or structured cabling systems.
 - Familiarity with in-home networking, Wi-Fi optimization, or customer-edge troubleshooting.
 - Industry certifications such as CompTIA A+, SCTE, CBRS, or similar (or willingness to pursue with training support).
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Training & Development

Bloomer Broadband supports technician growth through:

- Hands-on field training and mentorship from experienced team members.
 - Exposure to modern fiber networks and customer-edge technologies.
 - Ongoing technical training and opportunities to pursue relevant certifications.
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Physical Requirements

- Regular standing, walking, kneeling, and ladder use.
- Ability to lift and move up to 74 lbs.
- Ability to work indoors and outdoors in varying weather conditions.
- Vision requirements: close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment, Schedule and Other Requirements

- Field-based work with exposure to residential and commercial environments.
 - Work schedule defined by supervisor, with occasional after-hours or on-call responsibilities.
 - Valid and Insurable Driver's License
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Equal Opportunity Statement

The statements herein describe the general nature and level of work being performed and are not intended as an exhaustive list of duties. This position does not constitute a contract of employment and may change based on business needs.

Bloomer Broadband is an equal opportunity employer committed to providing a respectful and inclusive workplace.

Location: 1120 15th Ave, Bloomer, WI

Status: Hourly position (full-time)

Interested candidates may apply at **bloomer.net**, submit a resume and references to apply@bloomerbroadband.com, or mail a resume and references to Bloomer Broadband office at 1120 15th Avenue, Bloomer, WI, 54724