



Spring Grove Communications
166 West Main Street
Spring Grove MN, 55974
507-498-3456
www.yourlocal.coop

Job Title: Combination Technician
Reports To: CO/Outside Plant Supervisor
Location: Spring Grove, MN
FLSA Status: Non-Exempt

Job Summary

Duties include providing high quality, effective and efficient service and support to all customers and potential customers during the installation and repair process. Install, maintain and service member premise equipment within a fiber network. Service and understand the facilities of the network and the fiber optic infrastructure. Partner with all departments and network support in providing the highest quality on-premise service to both residential and business clients. Ability to effectively and politely communicate face-to-face with members.

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

- Actively encourage teamwork, open communication and cooperative interaction by promoting a positive work environment that reflects the company's vision and values.
- Handles all information in an unbiased and confidential manner.
- Ability to provide troubleshooting techniques pertaining to routers, devices, email, password management, and video services.
- Installation of customer wired and wireless networks including all necessary hardware and software.
- Maintains strong knowledge of all products and services offered by Spring Grove Communications, Harmony Telephone Company and MiBroadband.
- Responsible for installing new service, diagnosing and repairing problems for existing services, to and within the customer premise.
- Completes paperwork, maintains repair parts in inventory, maintains confidentiality regarding information being processed or stored, and performs customer follow up.
- Recommends repairs, performs authorized repairs, performs post repair checks, addresses walk-in customers, and answers customer questions as needed.
- Installation of customer wired and wireless networks (Voice, Video, Fiber/Copper/Wireless Data) including all necessary hardware and software configuration.
- Provides customer education regarding internet enabled devices.
- Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability.
- Provides accurate and timely location of company facilities in compliance with 811 rules.
- Repairs communications and/or broadband equipment for the purpose of ensuring service is provided timely and appropriately to those customers needing services.
- Installs, maintains, and repairs customer and internal VoIP services.
- Maintains a clean vehicle and working environment as to ensure the safety of all employees, vendors, and customers.
- Shall be part of the Spring Grove Communications on-call after hour's system with the required pay scale.
- Must be able to travel overnight occasionally for training, meetings, and conferences.
- Perform other related duties assigned by Management.

Knowledge, Skills, and Abilities

- Ability to communicate with customers, co-workers and various business contacts in a courteous and professional manner.
- Skill in operating various office equipment such as personal computer, various software programs, smart phone, and telephone systems.
- Valid driver's license and insurable driving record history.



- Drive to learn new skills and stay current with changing technology.
- The ability to adhere to Company policies and procedures.
- Ability to function effectively as a team player as well as work independently.
- Knowledge of network troubleshooting techniques and understanding of Microsoft Office Applications.
- Experience working with basic hand tools.
- Ability to describe and demonstrate products and features to customers.
- Ability to complete work accurately under time constraints and deadlines.
- Self-motivated, exhibiting abilities to make difficult and sound decisions under times of stress or duress.
- Excellent organization and documentation skills.
- Knowledge and understanding of the procedures of installing and maintaining hardware and software, routers, telephones, key systems, network security and back up techniques.
- Ability to pay close attention to detail.
- Ability to improve or redesign procedures for specific installation/repair problems.

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
- Certifications or previous experience equivalent in networking, computer repair or technical support preferred
- Mathematical Skills
- Computer Skills
- Troubleshooting Skills

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 and business contacts.				X				
Standing/Walking:				X				
Climbing/Stooping/Kneeling:				X				
Lifting/Pulling/Pushing - Weight							X	
Sitting:				X				
Fingering/Grasping/Feeling: Must be able to write, type and use the phone.				X				

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 and walk. The employee must occasionally lift and/or move up to 75 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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.