



**Spring Grove Communications**  
166 W Main St  
Spring Grove, MN 55974  
507-498-3456  
[www.yourlocal.coop](http://www.yourlocal.coop)

**Job Title: Broadband Combination Technician**  
**Reports To: Broadband Combination Technician Supervisor**  
**Location: Spring Grove, MN**  
**FLSA Status: Non Exempt, Full-Time**

### **Job Summary**

Spring Grove Communications is seeking a full-time Broadband Combination Technician to help provide our customers with a best-in-class broadband experience in Spring Grove, MN and the surrounding area. The perfect candidate will install, troubleshoot, and make customer recommendations for broadband internet, Wi-Fi, phone, TV, and technology-related needs. Team members work in a fast-paced environment where no two days are the same and go home knowing that they are making lives better by providing exceptional service. Applicants should have excellent organizational and communication skills, be team players, and strive for service excellence. We will train the right candidate!

### **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's broadband-related needs.
- Ability to provide troubleshooting techniques pertaining to routers, devices, email, password management, and video services.
- Installation of customer wired and wireless networks (Voice, Video, Fiber/Copper/Wireless Data) including all necessary hardware and software configuration.
- Responsible for installing new services, diagnosing and repairing problems for existing services, to and within the customer premise.
- Provides customer education regarding internet-enabled devices.
- Provides accurate and timely location of company facilities in compliance with 811 rules.
- Repairs customer communication and/or broadband equipment ensuring service is provided timely and appropriately to those needing service.
- Installs, maintains, and repairs customer and internal VoIP services.
- Perform other miscellaneous duties as assigned by management\*

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

### **Supervisory Responsibilities**

This job doesn't have supervisory responsibilities

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

- A friendly, outgoing personality with an aptitude for good customer and public relations is a must.
- Projects a positive, professional aptitude and can adapt to a rapidly changing environment.
- 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.

### **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



- Mathematical skills
- Computer skills
- Troubleshooting skills

### **Physical Requirements**

Seeing: Must be able to read computer screen and various reports. 75-100%

Hearing: Must be able to hear well enough to communicate with employees and business contacts. 75-100%

Standing/Walking: 75-100%

Climbing/Stooping/Kneeling: 75-100% Lifting/Pulling/Pushing - Weight: 50-74lbs, 50-74%

Sitting: 75-100%

Fingering/Grasping/Feeling: Must be able to write, type and use the phone. 75-100%

### **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 this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.
- 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 of U.S. work eligibility
- On-going training when deemed by Management
- Valid and insurable drivers 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.

## **Core Values**

### *AGILE 20%*

1. Displays the ability to pivot frequently and be adaptable to what the day brings.
2. Adjusts and puts people first.
3. Adjusts to each new item with energy and determination.

### *DEDICATED 20%*

1. Remains tenacious in the pursuit of resolutions.
2. If, at first, you don't succeed, try, try again.
3. Giving up isn't an option.

### *IMAGINATIVE 20%*

1. Uses all the tools in the toolbox to be a creative problem solver.
2. Uses what they know from multiple areas and uses resources to develop solutions every time.
3. Investigates, is inventive, and open-minded.

### *DILIGENT 20%*

1. Brings their best self every day.
2. Works hard and hustles to keep things moving.
3. Stays at it until a resolution is found.

### *INQUISITIVE 20%*

1. Exhibits the need to continuously learn and grow.
2. Is open to new ideas and new ways of doing things.