

## **Broadband Combination Technician**

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!

### **Key Responsibilities:**

- 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 including all necessary hardware and software.
- Responsible for installing new services, diagnosing and repairing problems for existing services, to and within the customer premise.
- 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.
- 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.

### **Preferred Skills:**

- A friendly, outgoing personality with an aptitude for good customer and public relations is a must.
- Projects a positive, professional attitude 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.

**Requirements:**

- High School Diploma
- Proof U.S. Work Eligibility
- Valid and Insurable Driver's License

Job seekers interested in working in a lively customer-focused environment and looking for a variety of tasks and responsibilities are encouraged to apply immediately. We offer a full-time benefits package including health insurance, PTO, and a retirement plan. For a full job description, please visit [www.yourlocal.coop/employment](http://www.yourlocal.coop/employment).

Job Type: Full-time

Salary: From \$18.00 per hour

Benefits:

- Dental insurance
- Employee discount
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Professional development assistance
- Retirement plan
- Tuition reimbursement
- Vision insurance

Schedule:

- 8 hour shift
- Day shift
- Monday to Friday
- On call

Work Location: In person