



MiBroadband
35 1st Ave NE
Harmony, MN 55939
507-886-6422
www.mibroadband.com

Job Title: Computer/Devices and Network Specialist
Reports To: Broadband Combination Technician Supervisor
Location: Harmony, MN
FLSA Status: Non-Exempt, Full-Time

Job Summary

Duties include providing high quality, effective and efficient service and support to all customers and potential customers during all interactions. Install, upgrade, maintain and service customer computers, mobile devices, printers, wireless routers, cameras, device hardware/software and other IoT Devices. Work may be both in office, at a customer location, or via remote phone support. May help with installation and repair of customer premise equipment within a copper, fixed wireless, coax television and fiber network. Work with IT personnel on maintaining and deploying company devices and assist internal staff with device issues. Partner with all departments and network support in providing the highest quality on-premises service to both residential and business clients. Ability to communicate effectively and politely face-to-face with customers.

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

- Actively encourages 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.
- Provides customers with PC solutions regarding the sales, service, repair, and design of computer systems. Duties included but are not limited to virus protection administration, computer cleanup, software and hardware maintenance, and server maintenance.
- Responsible for PC solutions ordering and accurate inventory.
- Completes paperwork, maintains repair parts in inventory, maintains confidentiality regarding information being processes or stores, and perform customer follow up.
- Recommends repairs, performs authorized repairs, performs post repair checks, address walk-in customers and answer customer questions as needed.
- Provides customer education regarding computers and other internet enabled devices.
- Assists with providing internal networking support and computer maintenance internally to all employees. Duties include but are not limited to virus protection administration, computer clean up, software and hardware maintenance, and server maintenance.
- Maintains strong knowledge of all products and services offered by the Company.
- Repairs communications and/or broadband equipment for the purpose of ensuring service is provided timely and appropriately to those customers needing services.
- Maintains a clean vehicle and working environment as to ensure the safety of all employees, vendors and customers.
- Must be able to travel overnight occasionally for trainings, meetings and conferences.
- 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

- Advanced knowledge of Company policies, procedures, products, and services.
- Valid driver's license and insurable driving record history.



- Ability to describe and demonstrate products and features to customers.
- Ability to complete work accurately under time constraints and deadlines.
- Ability to communicate with customers, co-workers and various business contacts in a courteous and professional manner.
- Ability to function effectively as a team player as well as work independently.
- Knowledge of network troubleshooting techniques and understanding of Microsoft Office Applications.
- Self-motivated, exhibiting abilities to make difficult and sound decisions under times of stress or duress.
- Strong interpersonal skills as well as exceptional customer service skills.
- Excellent organization and documentation skills.
- Knowledge and understanding of the procedures of installing and maintaining hardware and software, telephone, wireless systems, modems, routers, network security and back up techniques.
- Skill in operating various office equipment such as personal computer, various software programs, smart phone, and telephone systems.
- Ability to pay close attention to detail.
- Ability to evaluate, test and repair sophisticated equipment.
- Experience working with basic hand tools.
- Ability to improve or redesign procedures for specific installation/repair problems.
- Drive to learn new skills and stay current with changing technology.

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

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.

Key Responsibilities

Results

NETWORK ADMINISTRATION 80%

1. Ability to provide troubleshooting techniques pertaining to routers, devices, email, password management, and video services.
2. Provides customers with PC solutions regarding the sales, service, repair, and design of computer systems. Duties included but are not limited to virus protection administration, computer cleanup, software and hardware maintenance, and server maintenance.
3. Responsible for PC solution ordering and accurate inventory.
4. Completes paperwork, maintains repair parts in inventory, maintains confidentiality regarding information being processed or stored, and perform customer follow up.
5. Recommends repairs, performs authorized repairs, performs post repair checks, addresses walk-in customers, and answers



customer questions as needed.

6. Provides customer education regarding computers and other internet enabled devices.
7. Assists with providing internal networking support and computer maintenance internally to all employees. Duties included but not limited to virus protection administration, computer clean up, software and hardware maintenance, and server maintenance.

SAFETY 20%

1. Maintains a valid driver's license as well as remains in an insurable status under the company's auto carrier.
2. Maintains a clean vehicle and working environment as to ensure the safety of all employees, vendors, and customers.
3. Conforms to all safety practices on the job with tools and vehicles.

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 thin