



**Job Title:** Telecommunications Specialist (hourly, non-exempt)

**Supervisor:** Operations Manager, TnT

**Reporting Location:** NESC, Mountain Iron, MN

**Summary:** Under general supervision, the Telecommunications Specialist reports to the Operations Manager of Telecommunications and Technology with responsibility to deploy, monitor, maintain and repair fiber optic plant, equipment and network assets at NESC, member and partner sites across the region and the state. The Telecommunications Specialist will work with optical fibers, cables and related network equipment/architecture to splice and fuse fibers, install network cabling and infrastructure, and monitor and maintain deployed assets so that the network can be used for optical transport, telecommunications and other forms of data-based communication.

**Job Purpose:** Establishes communications systems by installing, operating, and maintaining telecommunications and data network circuits and equipment. Responsible for fostering member engagement, promoting productive interactions among all contacts, strengthening regional service delivery and developing new service opportunities at the Northeast Service Cooperative:

- Plans network installations by studying customer orders, plans, manuals, and technical specifications; ordering and gathering equipment, supplies, materials, and tools, assessing installation site; preparing an installation diagram.
- Establishes telecommunication and data networks by running, pulling, terminating, and splicing cables; installing telecommunications equipment, routers, switches, multiplexors, cable trays, and alarm systems; building ironwork and ladder racks; establishing connections; programming circuits; establishing connections and integrations; following industry standards; activating remote access tools; coordinating with contractors.
- Verifies service by testing circuits, equipment, and alarms; identifying, correcting, or escalating problems.
- Documents network by labeling and routing equipment and cables; recording configuration diagrams and specifications.
- Maintains network by troubleshooting and repairing outages; testing network back-up procedures; updating documentation.
- Assists with locating and mapping using systems, software and data bases such as GIS.
- Assists with backup and other staff-wide tasks such as system backups for the network.
- Maintains customer rapport by listening to and resolving concerns; answering questions.
- Assures customer experience and productive outcomes through self-directed in person, electronic, and virtual contacts and communications.
- Maintains safe work environment by following codes, standards, and legal regulations.
- Keeps supplies ready by inventorying stock; placing orders; verifying receipt.
- Updates job knowledge by participating in educational opportunities; reading technical publications.

**Job Title:** *Telecommunications Specialist*

- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Prepare, assemble, install and test core transport and network equipment at the service center, in the lab and in the field
- Coordinate preparation and field strategies for deployment and evaluation
- Responsible for setting up related connectivity between and among local networks as directed by project management
- Troubleshoot connectivity problems and errors and perform the necessary repair, replacement and maintenance of fiber, cables, equipment, etc.
- Perform ongoing monitoring, including on-call schedules, for all work expectations
- Responsible for developing and maintaining relationships with project staff, members and stakeholders, particularly in the field

Perform within the parameters set by board authority including agency mission, policies, planning, budgets and executive management

Perform other duties as requested, required and/or assigned

**Skills/Qualifications:** Telecommunications and/or Information Technology Systems Engineering, Telecommunications and/or Information Technology Knowledge, Configuration and Provisioning, Technical Understanding, Functional and Technical Skills, Independence, Attention to Detail, Verbal Communication, Documentation Skills, Audiovisual Maintenance

- 2+ years in a combination of education and field experience in cable/fiber installation/repair. Experience with optical fiber preferred
- Minimum high school diploma or certificate required, related or complementary vocational/college coursework preferred
- Demonstrated math, spatial reasoning and fine-motor skills to perform detailed work, such as cable splicing or fiber connectivity, within quality assurance parameters
- Demonstrated experience in using job-related tools and equipment
- Demonstrated communication skills and experience in working with customers and field teams
- Demonstrated ability to handle tools and lift equipment related to job duties
- Experience in working in both the public and the private sector preferred
- Experience in working with a service cooperative or similar enterprise preferred
- Valid Minnesota drivers' license, use of personal vehicle in order to meet 24/7 contractual service obligations for the network
- Routine travel and remote work in the network service area of Northeast Minnesota and, on occasion, elsewhere (e.g., Minnesota, U-S), including overnight travel
- All positions require an applicant who has accepted an offer to undergo a background check and may be asked to submit to a for cause drug test