Job Title: Information Technology (IT) Specialist, Operations (Non-exempt, hourly)

Supervisor: Director – Telecommunications and Technology

Reporting Location: Mountain Iron, Minnesota

Summary: Under general supervision, the Information Technology Specialist reports to the Director of Telecommunication and Technology with responsibility to ensure that network assets at NESC, member and partner sites across the region and the state are effectively maintained. The IT Specialist provides system administration, installation and repair, network administration, network support, workstation administration, and programming.

Job Purpose: Provide system administration and technical support in areas to include but not limited to service orders, trouble tickets and special projects. Other responsibilities include fostering member engagement, promoting productive interactions among all contacts, strengthening regional service delivery, and developing new service opportunities.

- Maintain network systems and assets along with any associated hardware, software, and services.
- Troubleshoot breakdowns and perform preventive maintenance by monitoring network stability and performance using NOC monitoring platforms.
- Serves existing service agreements by analyzing work orders; coordinating daily schedule; investigating complaints; conducting tests; resolving problems.
- Establishes service by studying system requirements; completing installation; performing acceptance tests.
- Maintains rapport with members, customers, and staff by examining inquiries and reports of trouble (such as service breaches and interruptions); identifying solutions; suggesting improved methods and techniques; recommending system improvements.
- Documents service and installation actions by completing forms, reports, logs, and records.
- Maintains member and customer confidence by keeping service information confidential.
- Provides clear and concise information during daily operations, individual projects, and emergency situations.
- Develops and maintains accurate and complete files for projects and programs.
- Create and maintain reporting tools and reports as needed.
- Advises, serves, and supports coworkers and agency staff.
- Must project a professional, positive attitude and exercise confidentiality.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

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

October 2026

Skills/Qualifications: Information Technology and/or Telecommunications Systems Engineering, Information Technology and/or Telecommunications 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 experience in Information Technology, Telecommunications or related field.
- Minimum high school diploma or certificate required.
- Demonstrated logical reasoning and fine-motor skills to perform detailed work, such as equipment installation/replacement or fiber connectivity, within quality assurance parameters.
- Demonstrated experience using and safely handling job-related tools and equipment, including the ability to lift and operate equipment required to perform job duties.
- Demonstrated communication skills and experience in working with customers and field teams.
- Experience in working with cybersecurity principles, practices, or programs preferred.
- 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.
- Occasional travel and remote work in the eight-county 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.
- Six-month probationary period.