

JO-CARROLL ENERGY, INC.
Summary Position Description

POSITION TITLE:	Broadband Technician
DEPARTMENT:	Engineering
REPORTS TO:	Manager of Broadband Operations
DIRECTLY SUPERVISES:	None
FLSA CLASS:	Non – Exempt (Union Position)

Position Summary: Provides installation, site surveys, maintenance and support for Jo-Carroll Energy's networks, systems and applications used to deliver a variety of managed broadband services to its members. Installs, maintains and supports service platforms including RF networks, fiber optic networks, WAN and WLAN technologies, traditional Ethernet and data center environments comprised of various servers, databases, storage arrays and related network infrastructure. Provides after-hours outage and emergency response and troubleshooting. Completes all associated written and electronic documentation.

Essential Responsibilities and Duties

- 1. Staffs and monitors the SandPrairie Network Operations Center (NOC).**
 - 1.1. Monitors all production networks, servers, applications and services.
 - 1.2. Responds to alarms according to standard operating procedures.
 - 1.3. Works closely with internal staff and external consultants to change, install, modify and maintain the NOC.
 - 1.4. Implements and follows change management procedures and systems to ensure reliability of the network.
 - 1.5. Maintains system architecture and operational documentation.
 - 1.6. Works closely with external NOCs to provide after-hours support for the system and members.
 - 1.7. Responds to outages and other emergencies after-hours on a scheduled on-call basis.

- 2. Acts as a member of and performs duties of the cooperative's communication division.**
 - 2.1. Follows operations Methods and Procedures for Broadband Services.
 - 2.2. Maintains documentation of asset and resource location, status and configuration.
 - 2.3. Works to foster excellent team and member relations and participates in any related programs.
 - 2.4. Attends and participates in department and company meetings regularly.
 - 2.5. Performs all duties and responsibilities following all applicable safety, health, environmental and other regulator policies and procedures.
 - 2.6. Assists with installation, operation and maintenance of the cooperative's SCADA, Mobile Radio Network and Automated Metering Infrastructure related to its communications network following all NERC Cyber-Security Standards.

- 3. Provides support for broadband installation, maintenance and troubleshooting.**
 - 3.1. Performs site-surveys and prepares installation instructions for new broadband connections.
 - 3.2. Provisions member premise equipment to communicate with the SandPrairie network.
 - 3.3. Responds quickly and professionally to escalating member concerns and problems relating to broadband service.
 - 3.4. Tracks installations and issues through the Jo-Carroll Energy work-order system.

- 3.5. Assures timely completion of installation and member service restoration along with accurate and timely submission of documentation.
 - 3.6. Prepares status reports and provides routine system maintenance.
 - 3.7. Performs setup and kitting of CPE.
 - 3.8. Assists with configuration, installation and maintenance servers, routers, switches, UPS, radios, air conditioning equipment, towers, generators, CPE and other related equipment used to provide continuous and reliable internet data services.
- 4. Responsible for persona, public and co-worker safety and training.**
- 4.1. Understands and complies with all safety rules especially those in Jo-Carroll's Employee Safety Manual and applicable SOP's.
 - 4.2. Attends regularly scheduled safety meetings.
 - 4.3. Responsible for the safety of self at all times and of all crew members when in charge of a crew.
 - 4.4. Ensures that all work is done to JCE specifications or cooperative procedures, policies, and rules.
 - 4.5. Follows all local, state and federal rules including but not limited to the NEC, NESC, DOT, FCC, and OSHA.
 - 4.6. Keeps necessary records such as work time, materials, order number and readings.
 - 4.7. Trains co-workers as required.
 - 4.8. Attends and applies required training which may require out-of-town and overnight travel.
- 5. Performs all other duties pertaining to the cooperative within the limits of individual qualifications so assigned.**

Accountabilities

1. Service reliability as measured by outage duration and frequency.
2. Cooperative member satisfaction as measured by survey results appropriate to engineering and operations performance, including ACSI.
3. Team facilitation, as measured by behavioral characteristics, internal collaborative efforts and internal process enhancements.
4. Performance related to the success and completion of department and cooperative strategic plans and metrics.
5. Operational efficiency improvement as measured by task hours.
6. Successful and timely completion of site surveys, new installations, services calls or other duties as assigned.

Qualifications and Abilities

1. Must pass a pre-employment screening, physical requirement test, and drug screen.
2. Me satisfactorily complete the Broadband 12 month OJL program steps, progressively perform the essential responsibilities and duties of the job and move to a fully qualified Broadband Technician position.
3. An Associate's degree in networking, computer technology or electronics is preferred. Qualifying experience and/or technical certification (e.g. MCSE, Network+, A+) may substitute the education requirement. A minimum high school diploma or GED is required.

4. 1 to 3 years of relevant communication network installation, preferably at a carrier-class level with an Internet or Application Service Provider, is preferred.
 5. Must have excellent analytical problem-solving and technical troubleshooting skills.
 6. Working knowledge of basic building construction is required.
 7. Working knowledge of the internet and wireless and/or fiber optic data systems is highly desirable.
 8. Knowledge of microwave radio, data networking, mobile and fixed based radio and data systems is preferred.
 9. Knowledge of and ability to diagnose and troubleshoot communication networking, TCP/IP, SNMP, e-mail, internet browsers and PC setup is required.
 10. Must be able to effectively utilize software programs including GIS, Microsoft Windows, Word, Excel, Access and Outlook. Must be able to learn and utilize new software programs
 11. Must be able to read and navigate with maps, compass and GPS.
 12. Must be organized, detail oriented, able to concentrate and skilled in communicating with others.
 13. Must be able to communicate effectively with employees and members orally and in writing.
 14. Must have a positive attitude toward safety and accident prevention.
 15. Ability to prioritize multiple tasks and manage time.
 16. Ability to lift, carry, setup and appropriately use both extension and step ladders
 17. Ability to effectively and safely utilize small hand and power tools.
 18. Must be able to address work situations that frequently require changes using different techniques, procedures, or degrees of attentiveness without loss of effectiveness or composure while adhering to requirements and achieving satisfactory levels of performance.
 19. Must be able to read, write and do arithmetic.
 20. Must possess and maintain a valid driver's license.
 21. Must be able to acquire a Class "C" Illinois Drivers License.
 22. Must be able to complete bucket truck use certification and safely operate aerial lifts.
 23. Must be able to acquire Level 2 Climbing certification within 6 months of hire date.
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Working Conditions

1. Works occasionally at night, on holidays and weekends.
 2. Attends and applies required training, some of which requires out-of-town and overnight travel.
 3. Frequently lifts materials and equipment weighing up to 50 pounds and occasionally up to 100 pounds.
 4. Job requires standing, climbing, bending, pulling, crawling and reaching.
 5. Reaching and lifting overhead is required.
 6. Primarily outside work with occasional time spent indoors.
 7. Exposure to varying temperature conditions including cold below 32 degrees and heat above 100 degrees.
 8. Exposure to dust and dirt.
 9. Hazards include working at heights, electrical and radiant energy.
 10. Use of safety equipment as required.
 11. Climbs and works from roofs, towers, poles, aerial devices, and other structures at heights of 55 feet or more above ground.
 12. Works in poor weather conditions.
 13. Works on uneven terrain, along roads and encounters vehicular traffic.
 14. Works as part of a crew but may at times work alone.
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Revised	--- Description
03/04/10	--- Created Position Description
09/08/16	--- Revised