



#### Michigan Broadband Installation and Service Technician

Immediate opening for an Escanaba Telecommunications Technician. This position will support Michigan Broadband's customers in Escanaba and Delta County. Excellent customer skills are required. Telecommunication experience preferred. Background, driver's license and pre-employment testing required.

#### Telecommunications Technician Job Duties:

- Plan customer 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 voice and data networks by running, pulling, terminating, and splicing cables; installing telecommunications equipment, routers, switches, multiplexors, cable trays, and alarm and fire-suppression systems; building ironwork and ladder racks; establishing connections; programming features; 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.
- Maintains customer rapport by listening to and resolving concerns; answering questions.
- 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.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.