



United and Turtle Mountain Communications

Rolla, ND

701-256-5156

careers@utma.com

United and Turtle Mountain Communications (UTMA) is currently seeking candidates for a **Broadband Support Specialist** position in our Rolla, ND office. Please submit a resume to careers@utma.com by December 19th, 2022 to be considered.

Job Summary:

The Broadband Support Specialist is responsible for assisting business clients with the sale, installation, maintenance and troubleshooting of their managed wifi services. Additionally, the Broadband Support Specialist will be responsible for all installation, maintenance, troubleshooting and requests for hardware and software of active and inactive employees. Will respond in a courteous and professional manner in all interactions.

Essential Job Duties and Responsibilities

- Installs, maintains, and troubleshoots managed IT services for business customers in an efficient, professional and courteous manner.
- May assist in the sale, research or analysis of network security items to include managed firewall, antivirus and endpoint security for all customers in a professional and courteous manner.
- Communicates and/or educates customers on network security items. Follows up with customers on an as needed basis to ensure network security. Upsells customers when appropriate.
- Communicates with business customers on needs to set up software and/or hardware devices on their network in an accurate and efficient manner. May provide customer training to ensure clear understanding of the equipment.
- Maintains accurate and current documentation of entire software and hardware LAN system; ensuring that all products on the system are properly installed and meet licensing requirements.
- Maintains an up-to-date system documentation (including all passwords and access rights); insuring access for Information Services Supervisor.
- Documents and maintains adequate system security measures; including anti-virus software and provides authorized personnel remote access (Virtual Private Network).
- When requested, coordinates and assists other departments with system upgrades and documentation.
- Keeps the computer area and equipment clean and performs other operator maintenance functions regularly.
- Researches new technology in hardware and software products to meet task requirements in all departments and makes recommendations in selection of new hardware and software when appropriate.
- Installs, maintains and troubleshoots hardware and software for active and inactive employees.



- May assist other departments with customer support or outages when escalated.
- Create and update documentation of procedures or educational materials that aid in installation and maintenance of customer premise equipment for internal and external use.
- Perform other duties and tasks as assigned by Information Services Supervisor on an as-needed basis. *

*These tasks do not meet the Americans with Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Skills and Abilities

- Knowledge of telecommunications industry
- Knowledge of company products and services.
- Basic understanding of Windows desktop, Microsoft windows service platforms, networking technology, security technology.
- Skill in operating routers, switches, firewalls and routing protocols.
- Knowledge of internet and network technologies such as email, networking, network security, VPN, VLANs.
- Ability to prioritize and complete multiple projects simultaneously and in an organized manner.
- Ability to critically think, identify problems, and provide a resolution.
- Ability to follow written and oral instructions.
- Ability to communicate and present information effectively in a positive and professional manner.
- Basic knowledge in cyber security.
- Able to work Saturdays.

Education / Experience

- Degree in Telecommunications, Network, Information Technology or Computer Science
- Two or more years work experience in telecommunications, networking, computers, or other closely related fields.
- Willingness to expand knowledge through on-the-job training.
- Valid and insurable drivers license required.