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. To be considered, please submit a resume to careers@utma.com.

Job Summary:

The Broadband Support Specialist is responsible for assisting business clients with the sale, installation, maintenance, and troubleshooting of their managed Wi-Fi 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 with 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 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 with 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.
- Creates and updates documentation of procedures or educational materials that aid in installation and maintenance of customer premises equipment for internal and external use.
- Performs 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, and security technology.
- Skill in operating routers, switches, firewalls, and routing protocols.
- Knowledge of internet and network technologies such as email, networking, network security, VPNs, and VLANs.
- Ability to prioritize and complete multiple projects simultaneously and in an organized manner.
- Ability to think critically, 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 driver's license required.