United and Turtle Mountain Communications is looking for a Network Technician to join our crew out of our office in Langdon, ND. We offer outstanding wages, benefits, and coworkers to work with! If you want more information or know that this is the job for you, send your resume to careers@utma.com by April 30th, 2023, to be considered.

Job Summary:

The Network Technician is responsible for the design, installation, and maintenance of all broadband networks, fiber optic systems, special service circuits, and other equipment as needed. Performs all tasks assigned to complete department and/or company goals in a timely and accurate manner at the direction of the Network Manager. The position would require a self-starter with excellent time management and organizational skills. Works independently and with a group to maximize overall team effectiveness**.**

Essential Job Duties and Responsibilities

- Maintain network infrastructure to provide highly reliable and exceptional service to customers.
- Replace failed hardware and perform software upgrades on network elements.
- Troubleshoot and maintain core transport networks, including ethernet, MPLS, DWDM, and TDM.
- Support interior and exterior routing protocols, including OSPF and BGP.
- Install, maintain, and repair customer access platforms including xDSL, PON, T1, and active fiber.
- Install, maintain, and repair VoIP and digital switching equipment.
- Assist other departments with customer support and troubleshooting of customer-related issues.
- Address customer complaints by answering questions about service and products, or provides education for customers on functionality of services.
- Monitor all alarm systems to ensure areas of the network are fully functional. Take necessary steps to clear alarms in a timely manner. Inform Network Manager and/or other personnel in department of issues or concerns as needed.
- Create and update documentation and procedures that aid in maintaining network infrastructure.
- Keep informed of all technical developments affecting the network, including new equipment, preventative maintenance procedures, training programs, and new testing techniques.
- Research new technology, products, and software to expand and enhance the network, while finding cost-effective solutions for all network-related issues.
- May provide maintenance and repair of battery equipment, DC power plant, and emergency generators by performing tests to ensure proper operations and monitoring equipment while noting unusual activity.
- Work cooperatively and efficiently with all departments.
- Ensure all facilities are clean, free of debris, and functioning properly with preventative and proactive maintenance.
- Perform other duties and tasks as assigned by Network Manager 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

- Advanced knowledge of telecommunications industry.
- Knowledge of company products, policy, and services.
- Skill in operating routers, switches, firewalls, and routing protocols.
- Knowledge of internet and network technologies such as email, networking, network security, VPNs, and VLANs.
- Knowledge of DNS and DHCP servers.
- Knowledge of Central Office equipment and standards.
- Knowledge of inside and outside plant troubleshooting.
- Basic understanding of Windows desktop, Microsoft Windows server platforms, Linux, networking technology, and security technology.
- Able to prioritize and complete multiple projects simultaneously and in an organized manner.
- Able to critically think, identify problems, and provide a resolution.
- Able to follow written and oral instructions.
- Able to communicate and present information effectively in a positive and professional manner.
- Basic knowledge of cyber security.
- Able to work Saturdays and be in an "On Call" rotation.

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.

Physical Requirements

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read service orders and trouble reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to move about work site.			X	
Climbing/Stooping/Kneeling: Must be able to stoop, kneel, and crawl to perform installations.		X		
Lifting/Pulling/Pushing: Must be able to lift at least 50 lbs.			X	
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X