



Broadband Specialist

The Broadband Specialist is responsible for providing technical support and ensuring the smooth operation of the company's IT infrastructure. This role involves the installation, maintenance, and troubleshooting of hardware, software, and network systems. The Broadband Support Specialist will also play a key role in cybersecurity, protecting the company's data and systems from threats. Additionally, the Broadband Support Specialist will assist with the sale, installation, maintenance, and troubleshooting of advanced network services for residential and business customers. All interactions will be conducted with a high level of professionalism and technical expertise.

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.
- Maintains accurate and current documentation of the 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 maintain 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.
- Maintain accurate records of IT assets, configurations, and support activities.
- Implement and monitor security measures to protect the company's data and IT infrastructure from cyber threats.
- Keeps the computer area and equipment clean and performs other operator maintenance functions regularly.
- Research new technology in hardware and software products to meet task requirements in all departments and make 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.
- Serves as upper-level support for troubleshooting issues with customers and businesses, ensuring timely and effective resolution of complex problems.
- Creates and updates documentation of procedures or educational materials that aid in installation and maintenance of customer premises equipment for internal and external use.
- 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 to set up software and/or hardware devices on their network accurately and efficiently. May provide customer training to ensure a clear understanding of the equipment.
- Identify and report suspected phishing, social engineering, and other suspected cyber-related incidents immediately.
- Maintain basic cyber hygiene in web browsing, password management, and recognizing phishing and social engineering attacks.
- Performs other duties and tasks assigned by Management on an as-needed basis.



Skills and Abilities

- Knowledge of company products and services.
- Basic understanding of Windows Servers, Microsoft Windows service platforms, networking technology, and security technology.
- Proficiency in Windows, Mac, and Linux operating systems.
- Knowledge of network protocols, configuration, and troubleshooting, including TCP/IP, VPN's, VLANs, routers, switches, and firewalls.
- Understanding of security principles, threat management, and best practices.
- Experience with virtualization technologies like VMware or Hyper-V.
- 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.
- Ability to provide high-quality customer service and support.
- Basic knowledge in cyber security.
- Able to work Saturdays.
- Ability to organize and prioritize multiple work assignments.
- Ability to pay close attention to detail.
- Ability to maintain confidentiality.
- Ability to effectively function as a team player.
- Ability to maintain a positive attitude.

Requirements:

- Must have a valid driver's license and must be insurable by United and Turtle Mountain's insurance carrier.

Education and Experience:

- Degree in Information Technology, or Computer Science or a related field.
- Two or more years' work experience in networking, computers, or other closely related fields.
- Willingness to expand knowledge through on-the-job training.
- Certifications: Relevant certifications such as CompTIA A+, Network+, Security+, or equivalent are preferred.
- Valid and insurable driver's license required.