

**JO-CARROLL ENERGY, INC.**  
Summary Position Description

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**POSITION TITLE:** Broadband Intern  
**DEPARTMENT:** Engineering & Operations  
**REPORTS TO:** Network Specialist  
**DIRECTLY SUPERVISES:** none  
**FLSA CLASS:** Non - Exempt

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**Position Summary:** Assists Broadband Department with site surveys installation, maintenance and support of service platforms including networks, systems and applications used to deliver a variety of managed broadband services to its members. Creates, populates and updates various documentation, database, and website programs used for the operation of the department.

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**Essential Responsibilities and Duties**

- 1. Acts as a member of and performs duties of the cooperative's communication division.**
    - 1.1. Follows operations Methods and Procedures for Broadband Services.
    - 1.2. Maintains documentation of asset and resource location, status and configuration.
    - 1.3. Works to foster excellent team and member relations and participates in any related programs.
    - 1.4. Attends and participates in department and company meetings during tenure.
    - 1.5. Performs all duties and responsibilities following all applicable safety, health, environmental and other regulatory policies and procedures.
  
  - 2. Provides support for broadband installation, maintenance and troubleshooting.**
    - 2.1. Performs or assists with site-surveys and prepares installation instructions for new broadband connections.
    - 2.2. Provisions member premise equipment to communicate with the Sand Prairie network.
    - 2.3. Tracks installations and issues through the Jo-Carroll Energy work-order system.
    - 2.4. Prepares status reports and provides routine system maintenance.
    - 2.5. Performs setup and kitting of CPE.
    - 2.6. Assists with configuration, installation and maintenance servers, routers, switches, UPS, radios, air conditioning equipment, towers, generators, CPE and other related equipment used to provide continuous and reliable internet data services.
  
  - 3. Provides support for website, database and documentation records.**
    - 3.1. Develops database solutions by designing proposed system; defining database physical structure and functional capabilities, security, back-up, and recovery specifications
    - 3.2. Upgrades website by updating content and graphics; monitoring performance and results; identifying and evaluating improvement options; introducing new technology; maintaining links
    - 3.3. Organizes information by studying, analyzing, interpreting, and classifying data.
  
  - 4. Performs other duties as assigned.**
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## Accountabilities

1. Cooperative member satisfaction as measured by survey results appropriate to engineering and operations performance, including ACSI.
  2. Team facilitation, as measured by behavioral characteristics, internal collaborative efforts and internal process enhancements.
  3. Performance related to the success and completion of department and cooperative strategic plans and metrics.
  4. Operational efficiency improvement as measured by task hours.
  5. Successful and timely completion of assigned tasks.
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## Qualifications and Abilities

1. Progress toward an associate's degree, or equivalent, in networking, computer technology or electronics. Qualifying experience and/or technical certification (e.g. MCSE, Network+, A+) may substitute the education requirement.
  2. Working knowledge of the internet and wireless data systems.
  3. Knowledge of and ability to diagnose and troubleshoot communication networking, TCP/IP, SNMP, e-mail, internet browsers and PC setup is required.
  4. Must be able to effectively utilize software programs including GIS, Microsoft Windows, Word, Excel, Access and Outlook. Must be able to learn and utilize new software programs
  5. Must be able to read and navigate with maps, compass and GPS.
  6. Must be organized, detail oriented, able to concentrate and able to effectively communicate with other employees and members orally and in writing.
  7. Must have a positive attitude toward safety and accident prevention.
  8. Ability to multitask and manage time.
  9. Ability to climb, lift, carry and setup extension ladders
  10. Ability to effectively and safely utilize small hand and power tools.
  11. Must be able to address work situations that frequently require changes using different techniques, procedures, or degrees of attentiveness without loss of effectiveness or composure while adhering to requirements and achieving satisfactory levels of performance.
  12. Must be able to read, write and do arithmetic.
  13. Must possess and maintain a valid driver's license.
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## Working Conditions

1. Working hours will be 8:00 a.m. – 5:00 p.m. Monday through Friday with one hour for lunch but may vary based on seasons and projects.
  2. Medium work requiring exertion of up to 50 pounds of force occasionally and up to 20 pounds of force more frequently. Lifting and carrying 10 to 50 pounds occasionally.
  3. Job requires sitting, walking, standing, climbing, bending, pulling, crawling and reaching.
  4. Reaching and lifting overhead is required.
  5. Some outdoor work will be required.
  6. Must be able to use hand tools and other equipment to complete work.
  7. Exposure to varying temperature conditions including cold below 32 degrees and heat above 100 degrees.
  8. Exposure to dust and dirt.
  9. Hazards include working at heights, electrical and radiant energy.
  10. Safety equipment required.
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