



Columbia Power & Water Systems

## Job Description

**Job Title:** Broadband Support Technician II

**Effective Date:**

**Department:** Broadband

**Reports To:** Vice President of Broadband Operations

**Classification:** Non-exempt

**Job Purpose:** To assist Broadband customers escalated from Tier I with various types of problems and to have expertise in using various types of software for provisioning of services, problem diagnostics, and auditing accounts.

### Duties/Responsibilities:

- Utilize CPWS' internal and external leased software for ticketing, provisioning, auditing, billing, and status monitoring of key equipment on a daily basis
- Place and remove customer premise equipment devices on accounts with proper billing code(s)
- Perform monthly audits on equipment device status and location
- Complete ownership on ticket requests regarding porting numbers, trouble requests, NOC issues, and service impacting issues for end user(s)
- Provide professional care to all customers when requesting services, resolving service issues, or explaining billing procedures
- Dispatch service requests to outside plant technicians and respond to their requests
- Perform daily integrity checks on video and internet services, key equipment status, and report any item that is below standard
- Process vendor invoices
- Provide Wi-Fi connection support to customers with CPWS' owned cable modems and Wi-Fi routers
- Provide FTTx provisioning and troubleshoot CPE and Data Center equipment
- Subject to a rotating schedule
- Other duties as assigned

### Required Skills/Abilities:

- Ability and willingness to learn new technologies and successfully utilize the technology

- Ability to utilize internet service and applied knowledge of cable modems, routers, email, IP addressing, IP route tests, speed tests, and ability to resolve service issues
- Ability to utilize applied knowledge of video services for analog, digital, and High Definition
- Ability to utilize applied knowledge of customer owned video equipment and customer leased CPWS video equipment
- Ability to utilize VoIP service including packet errors, battery life, house wiring tests, and porting numbers
- Acknowledge and adhere to all CPWS policies
- Regular attendance at work
- Perform duties safely without endangering self, others, and the public
- Ability to read and write
- Ability to follow instructions
- Ability to deal with people in a courteous manner
- Ability to handle multiple tasks
- Ability to be organized, coordinate with various utilities, maintain reports and records, and be detail oriented
- Ability to make good decisions and accomplish duties without close supervision
- Ability to easily add, subtract, multiply, divide, and use exponents to calculate materials
- Ability to work inside

**Physical Requirements:**

- Ability to talk, see, and hear
- Ability to reach, handle, and feel

**Education, Experience, and Qualifications:**

- High School Diploma or equivalent required
- One year or more experience in Broadband customer support or Internet Service Provider customer support preferred

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that additional and/or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments). This job description does not constitute a written or implied contract of employment.