



Position Description

Job Title	Internet Technician and Customer Service Specialist
Department	Administration
Employment Status	Part time
Exempt/Non Exempt Status	Nonexempt

Scope of Work

This position installs and troubleshoots the City's wireless internet service, performs upgrades to the system infrastructure as guided by the network engineer, and provides support and assistance to all WISP (Waupaca Online) customers.

Supervision

Received	IT Communications Specialist
Exercised	None

Essential Job Functions The job functions listed herein are neither exclusive nor exhaustive, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.

- Responds to telephone and email requests for assistance from customers and potential customers in accordance with WOL support standards; routes calls to appropriate internal source if unable to assist.
- Assists customers with internet-related problems including internet connection issues, email, viruses, malware and basic router configuration.
- Performs site surveys to determine if customer can receive service at their location; performs setup and installs equipment, including exterior mounting of antenna, running cable to computer location and proper configuration; removes all equipment from customer location upon discontinuance of service.
- Assists with regular maintenance and upgrades to system infrastructure under the guidance of the network engineer and/or tower climber.

- Positively promotes Waupaca Online to encourage growth of customer base through telephone marketing, door hangers and mailers.
- Notifies network engineer or IT Communications Specialist of supplies and equipment needed, system malfunctions and other issues requiring attention.
- Documents customer contacts, problem resolution and equipment changes in customer trouble ticket database; communicates and provides accurate information to utility billing clerk to ensure correct customer records.

Other Job Functions

- Performs related duties as assigned.

Requirements of Work

Graduation from high school or GED equivalent and additional technical training in information technology, computer science and networking plus 1 year of related experience preferred; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

Knowledge of	<ul style="list-style-type: none"> • IP addressing, computer networking and wireless standards. • Network cabling. • The use of standard office equipment including computers and relevant software.
Ability to	<ul style="list-style-type: none"> • Configure routers. • Work independently with minimal supervision. • Climb ladders and towers and work at heights. • Learn moderate technical concepts. • Establish and maintain effective working relationships with supervisors, coworkers and the general public.
Skill in	<ul style="list-style-type: none"> • Customer service and public relations. • Organization and time management. • Basic mechanics.

Necessary Special Requirements

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly outdoors; hand-eye coordination is necessary to operate computers and various types of tools and equipment.
- Specific vision abilities required by this job include close vision, prolonged visual concentration and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk

and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.

- The employee is frequently required to climb or balance; bend, stoop, kneel, crouch, or crawl.
- The employee may be exposed to adverse weather and other unpleasant conditions such as dim or bright lighting, dust, odors, electrical currents and noise.
- The employee must frequently lift and/or move up to 50 pounds, and occasionally in excess of 50 pounds.