



Superior Connections

Connecting YOU To The World
*Own and Operated by the Bad River Band of
Lake Superior Chippewa Tribe*

MOCCASIN TRAIL COMPLEX

P.O. BOX 39

ODANAH, WI 54861

Job Title: Field Technician
Department: Superior Connections
Hourly Rate: \$15.00/hr.
Full Time: 40Hrs/Week (May Include Holidays and weekends)
Exempt: No/Hourly
Supervisor: Superior Connection Manager
Posting Date: In-House
Opens: May 6, 2022
Closes: May 12, 2022, at 4:30 PM
Posting Date: Public
Opens: June 8, 2022
Closes: OPEN UNTIL FILLED

Summary: The responsibility of the Field Technician is to install, service, and repair customer premise equipment. Confer with the customer to determine the nature of the problem or to explain repairs.

Essential Duties and Responsibilities include the following:

- Performs all aspects of wireless installation for residents of and business customers.
- Review installation orders; gather equipment, supplies, and tools; and coordinate schedules with other team members and property owners. Installation includes terminating CAT5 and CAT6 cable, setting up a small network, and mounting hardware.
- Ability to plan installation by evaluating location, location access/entry points, and laying out the most efficient and effective equipment and wiring plan.
- Install equipment, which includes mounting masts to the roof or side of a building; running and pulling cable; programming and calibrating equipment; cleaning up and leaving the building area as you found it.
- Performs site inspections using a signal test device to determine the serviceability of a customer and proper antenna placement. Troubleshoot RF problems such as interference and poorly aligned antennas.
- Ability to troubleshoot internet connection or configuration problems onsite
- Ability to configure and replace wireless equipment in the field
- Ability to install and maintain wireless equipment on rooftops, apartment buildings, and other vertical structures.
- Configure and troubleshoot wireless network devices such as access points.
- Maintain accurate records by documenting installations, services, and repairs.
- Ensures adequate supply levels of inventory stock, placing and verifying orders.
- Maintains all generators (schedule maintenance and upkeep). Maintains tower sites (cutting grass, snow removal, power outages test, and security checks). Schedule regular vehicle maintenance appointments as needed.
- Maintains 4G LTE network and 5G to Point networks.
- Travel to job sites in surrounding regions.
- Operate a company vehicle and handle tools and ladders safely and professionally.
- Interact with customers on a variety of platforms including Social Media, Telephone, Email, online and in-person.

- Take service calls during off-hours.
- Maintains a safe work environment by following safe practices and adhering to safety policies.
- Performs other duties that may be assigned by the manager as deemed necessary to keep the business growing and/or to remain innovative.
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Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below representative to the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

Required:

- High school diploma or its equivalent.
- Minimum of one (1) year prior related experience with wireless networking, network support experience, and/or telephone installation.
- Demonstrated ability to troubleshoot – determine causes of operating errors and decide correct steps to rectify and implement in the field.
- Demonstrated ability to repair machines and/or systems utilizing the tools, software, and equipment provided.

Other Skills and Abilities –

Required:

- This is a required driver position; one must have a valid driver’s license and meet eligibility for tribal insurance.
- Reading Comprehension – Understanding written sentences and paragraphs in work-related documents.
- Complex Problem-Solving Skills– Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Basic financial comprehension – understanding math and financial principles, is required.
- Must be self-motivated, trustworthy, dependable, flexible, and willing to work long hours occasionally, if necessary.

Preferred:

- Prior experience in hands-on experience with technical customer-related support with direct interaction.

Background Check:

This position requires a regular background check to be run.

This position also requires a driver check to meet eligibility for tribal insurance.

Subject to change based upon needs from Background Investigator.

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. The employee is regularly required to sit; use hands to finger, handle, or feel and talk and hear. The employee is frequently required to reach with hands and arms. The employee must occasionally lift and/or move up to 100 pounds. Specific vision, depth perception, and ability to adjust focus. Must be able to work at high heights and in small, confined spaces.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level may be moderate to loud. Subject to inside and outside weather conditions. Ability to work on-call or outside of normal business hours as needed.

Drug-Free Workplace in accordance with the Drug Free Workplace Act of 1988, P.L. 100-690 and the Bad River Tribe’s Employee Policy & Procedure Handbook. Indian Preference will be given in accordance with P.L. 93-638 and the Tribe’s Preference Policy.