



# Job Title: Telecommunications Service Technician

## About

NEKCV is a community-driven organization whose mission is to ensure high-speed broadband internet service is available to the most rural and underserved communities in the Northeast Kingdom and the Central Valley. Founded in 2020 as a Communications Union District, we began network construction in 2021. We're a growing company of 30 employees, which means there's lots of room for growth and learning. Here at NEKCV, we're committed to creating an inclusive culture where all employees feel welcomed and valued. As we continue to grow, we are seeking a skilled Senior Broadband Technician/Installer to join our team.

The Senior Broadband Technician plays a critical hands-on role in building, operating, and maintaining NEKCV's fiber-to-the-premise (FTTP) network. This position is responsible for advanced troubleshooting, field diagnostics, network maintenance, and supporting service activations, while also mentoring junior technicians and coordinating with engineering, construction, and ISP partners.

## Job Description

### Network Operations & Maintenance

- Perform advanced troubleshooting of fiber optic infrastructure, including OSP and ISP networks
- Diagnose and resolve service issues related to fiber, electronics, customer drops, and network equipment
- Conduct fiber testing using OTDR, power meters, and related tools
- Support preventative maintenance and emergency repairs

### Installations & Activations

- Support and oversee customer service activations and complex installs
- Verify quality and performance of drops, splices, enclosures, and network electronics
- Coordinate with ISPs, contractors, and internal staff to resolve escalated service issues

### Field Leadership & Support

- Serve as a technical escalation point for junior technicians
- Provide guidance, training, and best-practice support to field staff and contractors
- Review field work for quality control and compliance with NEKCV standards

#### Documentation & Coordination

- Maintain accurate records of field work, test results, and network changes
- Assist with updating network documentation and asset tracking
- Communicate clearly with engineering, construction, and administrative teams

#### Safety & Compliance

- Follow all safety protocols, including working at heights, confined spaces, and roadside environments
- Ensure work complies with industry standards, NEC, and applicable regulations

#### **Education, Experience and Skills**

- 5+ years of experience in broadband, telecommunications, or fiber network operations
- Strong working knowledge of FTTP networks and fiber optic systems
- Experience with OTDR testing, fiber splicing, and troubleshooting
- Ability to read and interpret network diagrams and construction prints
- Valid driver's license and ability to travel throughout NEKCV's service area
- Ability to operate a bucket truck

#### **Physical Requirements**

- Ability to lift up to 50 lbs
- Ability to climb ladders and work in aerial and underground environments
- Ability to work outdoors in varied weather and terrain

#### **Benefits, Hours, And Compensation**

- Benefits are competitive, including 100% health insurance for the employee and up to 75% for the family; 30 days of combined time off; dental, vision, short and long-term disability, life insurance, and up to 3% retirement match.
- The position is full-time. On-call and overtime will be required.
- Salary range is \$70,000 to \$80,000 depending on experience.

**TO APPLY** Send a resume and cover letter to [careers@nekbroadband.org](mailto:careers@nekbroadband.org)