



HIAWATHA  
COMMUNICATIONS  
INCORPORATED

---

108 West Superior Street • Munising, MI 49862-1192  
(906) 387-9911 • FAX (906) 387-9920

**Network Operations Center (NOC)**  
**Technician/ Support Staff**

Hiawatha Communications Incorporated (HCI), a locally-owned and operated telecommunications/broadband company located in, Munising, Michigan is seeking a Network Operations Center Technician/Support Staff to join a team dedicated to providing broadband and advanced communication services to customers across the Upper Peninsula of Michigan.

Responsibilities are varied and will include installation, maintenance, testing, and operation of telecommunications equipment which includes telephone digital switching, data network equipment, switches, and other equipment related to voice services, transport, broadband, and special circuits, including IP network switching and routing. Additional duties include assisting Field Technicians with variety of set-up, maintenance, and equipment performance operations, therefore must possess strong interpersonal communication skills both verbal, and written as well as provide exclusive customer care and service.

An A.S. or B.S. in a technical or related field of study is preferred but not required; a certification of Cisco Certified Network Associate (CCNA) or equivalent experience strongly preferred. Other preferred qualifications include knowledge of data networks, power systems, optical transport, IP switching and routing, and typical network operations equipment applications. MPLS and/or Layer 3 routing experience and/or training is a plus.

This is a full-time, hourly position with a competitive compensation and benefits package. Must be willing and able to travel and work various hours, which may include any shift in a 24/7/365 environment. On-call rotation is required.

HCI is a community oriented business that recognizes employees as its most valuable asset. If you are looking for a place to thrive in an innovative, family environment, as well as a challenging and empowering career, you have landed in the right place. We look forward to learning more about you!

Qualified and interested applicants can forward resumes to:

***Hiawatha Communications Inc.***

***ATTN: Robin Kolbus, Assistant to the President***

***108 W Superior Street, Munising MI 49862***

***E-mail: [rkolbus@jamadots.net](mailto:rkolbus@jamadots.net)***

***Fax: 906.387.9919 [www.jamadots.com](http://www.jamadots.com)***