



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

Located in the heart of Michigan's Upper Peninsula, Munising, MI, locally-owned and operated Hiawatha Communications Incorporated is currently seeking the ideal candidate to join its team as a *Network Operations Center Technician Support Staff*.

The Company

Hiawatha Communications Inc. (HCI) has been in operation for over 100 years and still growing. What started as a telephone utility service now provides advanced telecommunication and broadband services that connect rural communities across Michigan's Upper Peninsula through their robust fiber-optic network. The HCI Family of dedicated staff fulfills the company's mission with a standard emphasis on quality service and premium customer care.

Job Duties Overview

Responsibilities are varied and include installation, maintenance, testing, and operation of telecommunications equipment which includes telephone digital switching, data network equipment, and other equipment related to voice services, network transport and broadband services, 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. Must be willing and able to travel periodically and work various hours, including on-call rotation, which may include any shift in a 24/7/365 environment.

Skills/Knowledge

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. *The Company is willing to train a person who has the ability, aptitude, and desire to learn the profession.*

Education

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. High School Diploma or Equivalent is required.

Benefits & Pay

Full-time, hourly position with highly competitive compensation and benefits package. *Benefit inclusions:* Family Healthcare • Vision • Dental • 401k & Retirement Package • Holiday • Vacation • Sick

To Apply

Qualified candidates submit resumes and cover letters to:

Hiawatha Communications Inc.

ATTN: Robin Kolbus

108 W Superior St, Munising MI 49862

E-mail: rkolbus@jamadots.net ***PH:*** (906)387-9911

For more information on Hiawatha Communications Inc. please visit our website: <https://www.jamadots.com/>