



JOB DESCRIPTION

Job Title: Network / IT Assistant – Student Job Description
Department: IT / Broadband
FLSA Status: Non-Exempt
Reports To: IT / Broadband Manager
Location: Willcox
Approved By: Tim Bowlby

Summary

To shadow department mentors and assist in the installation, troubleshooting, repairs, maintenance, documentation of network products, services and equipment used within the corporate environment and to our residential and business customers.

Essential Duties and Responsibilities (*May include but are not limited to the following. Other duties may be assigned*).

- Actively encourages teamwork, open communication, and cooperative interactions by promoting a positive work environment that reflects the company's mission, values, and management goals.
- Learn the overall functions of the Internet, IT and Network Engineering departments and how they function and relate with the overall organization.
- Gain experience through direct mentorship from our IT/Broadband team members.
- Learn and assist with general operations of the internal IT activities, Internet and their support for our customers, and Network Engineering and the support of our overall broadband network.
- Learn about the importance of safe work practices, and how they impact you, the customer, and Valley TeleCom Group as an organization.
- Understands and enforces company policies and safety practices.

Knowledge of:

Computer Experience: Basic personal computer skills.

Mathematical Skills: Ability to add and subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and the ability to effectively present information and respond to questions.

Ability to:

- **Reasoning Ability:** Ability to define problems, collect data, establish facts, and draw valid conclusions.

Certificates

- Valid driver's license issued by the state in which the employee resides.

Education and/or Experience

Current full-time high school student. Must be going into Senior year. Minimum 16 years of age.

Physical/Environmental Demands

Physical Activity Level

Light physical activity performing non-strenuous daily activities of an administrative nature.

- **Stand:** 1/3rd to 2/3rds of the time.
- **Walk:** 1/3rd to 2/3rds of the time.
- **Sit:** 1/3rd to 2/3rds of the time.
- **Use of hands to feel:** Over 2/3rds of the time.
- **Reach with hands and arms:** Over 2/3rds of the time.
- **Climb or balance:** Under 1/3rd of the time.
- **Stoop, kneel, crouch or crawl:** Under 1/3rd of the time.
- **Talk or hear:** Over 2/3rds of the time.
- **Push or pull:** Under 1/3rd of the time.
- **Talk or hear:** Over 2/3rds of the time.
- **Drive:** Under 1/3rd of the time.
- **Keyboarding:** Over 2/3rds of the time.
- **Taste and smell:** None
- **Ability to lift and/or carry up to 10 pounds:** 1/3rd to 2/3rds of the time.
- **Ability to lift and/or carry up to 25 pounds:** 1/3rd to 2/3rds of the time.
- **Ability to lift and/or carry up to 50 pounds:** 1/3rd to 2/3rds of the time.
- **Ability to lift and/or carry up to 100 pounds:** Under 1/3rd of the time.
- **Ability to lift more than 100 pounds:** Under 1/3rd of the time.

Work Environment

- **Work near moving mechanical parts:** Under 1/3rd of the time.
- **Fumes or airborne particles:** Under 1/3rd of the time.
- **Toxic or caustic chemicals:** Under 1/3rd of the time.
- **Working above ground level:** Under 1/3rd of the time.
- **Working below ground level:** Under 1/3rd of the time.
- **Outdoor weather conditions:** 1/3rd to 2/3rds of the time.
- **Risk of electrical shock:** 1/3rd to 2/3rds of the time.

Working Conditions

- **Environment:** Well-lighted, heated and/or air-conditioned indoor office/production setting with adequate ventilation.
- **Noise:** Moderate noise levels (i.e.: business office with computers and printers, light traffic).
- **Physical Activity Level:** Light physical activity performing non-strenuous duties daily activities of productive/technical nature.
- **Manual Dexterity:** Manual dexterity sufficient to reach/handle items, work with hands and operate a keyboard.
- **Noise:** Moderate noise (examples: business office with computers and printers, light traffic).

Vision: (Any or all will be required to perform the functions of this position).

- **Close Vision:** Clear vision at 20 inches or less
- **Distance Vision:** Clear vision at 20 feet or more.
- **Depth Perception:** Three-dimensional vision, ability to judge distances and spatial relationships.
- **Peripheral Vision:** Ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point.
- **Adjust Focus:** Ability to adjust the eye to bring an object into sharp focus.
- **Color vision:** Ability to identify and distinguish colors of telephone cable and fiber color codes.

Contacts

Works with all departments and employees of Valley Telecom Group. Works with vendors, businesspeople, and customers.

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Approval Date: 3/22/2024

Work Schedule/Hours

- Regular (40 hours per week) with possible split days off subject to company policies. It is also possible that this job will be required to work fewer or more hours during any given week.

Travel

- Required to be available to travel, by company vehicle, to various property locations and job sites.