



Keeping *you* connected to the things that *matter* most.

Combination Technician

Location: Tech Center / 1004 International Drive, Fergus Falls, MN
Department: Network Operations
Salary Range and Status: \$30-34.50/Hour | Non-Exempt (Hourly) | Full Time

Park Region is a dynamic and innovative regional communications company with an immediate opening for a customer focused and results orientated Combination Technician.

We are looking to grow our team with a driven and reliable Combination Technician who is a team player. You will be part of a highly skilled team that performs the installation and maintenance of telephone, hosted PBX, broadband, and streaming TV services. In addition, you will work closely with network operations and interface with central office equipment as needed. The ideal candidate will have a strong background in the installation, repair, and maintenance of residential and business communication technologies and have a good understanding of outside plant equipment and facilities.

To excel in this position, you must have great communication skills as well as the ability to multitask, think critically, and have a willingness to learn and do what it takes to provide services to our customers in a professional manner. Strong team collaboration is required throughout the company to ensure efficient and effective delivery of services and you will be an instrumental part of that team.

The education and experience requirements for this position include an associate degree (A. A.) or equivalent from a two-year technical college in telecommunications; or two years related experience and/or training; or equivalent combination of education and experience. Employees must have the knowledge and skills to install, maintain, and repair copper and fiber optic telecommunications equipment and infrastructure.

A valid driver's license, satisfactory driving record, background check and pre-employment drug screen are required.

Park Region is in the heart of the lakes area and offers an excellent compensation and benefits package. This position requires that the candidate work in the Park Region service territory. Hours for this position are Monday through Friday, 8:00 am to 5:00 pm, with rotating on-call responsibilities that include nights and weekends.

Position Benefits

401(k) match and profit share

Health Insurance with an attractive cost share between employer and employee

- Includes Vision Care and the ability to participate in HSA or Flexible Spending Accounts

Free dental, life, and long-term disability insurance

Paid time off, extended illness benefit pay, holiday pay, funeral leave, and blood donation time

Annual company clothing allowance and company service discounts

Please submit a cover letter and resume through our Application of Employment online at

www.parkregion.com/about-us/careers/

Attn: Tina Frigaard, HR Manager

Application Deadline: Monday, February 17th, 2025, end of day

Equal Opportunity Employer



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Combination Technician

Job Title:	Combination Technician
Department:	Network Operations
Reports To:	Technician Supervisor
Salary Range and Status:	\$30-34.50/Hour Non-Exempt (Hourly) Full Time
Hours:	Typically, 8-5 pm M-F with flexibility as job demands.
Call Schedule:	Outside plant on-call rotation schedule.
Location:	Fergus Falls, MN Tech Center (This position requires on-site attendance.)

POSITION SUMMARY

The combination technician installs and services broadband technologies, cable, subscriber carrier systems, terminal and protection devices, and customer-owned equipment. May also diagnose and repair trouble in access equipment, the central office environment, and maintain outside plant facilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Installs, repairs, and maintains customer premise equipment, key systems, digital loop carrier, wireless broadband, and works with aerial and buried plant facilities. This includes telephone pedestals, underground services, conduit, fiber optic, and cable splicing, as well as the installation and maintenance of DSL, T1, IPTV, and other high-capacity services.
- Coordinates with plant and other departments to ensure accurate record-keeping upon job completion.
- Assists in maintaining outside plant facilities, including fiber optic cable, twisted pair cable, vaults, pedestals, and splice cases, and operates directional bore and cable plowing equipment for telecommunication cable installation.
- Coordinates with other providers on the status of installation and service projects when necessary.
- Completes and maintains accurate company records using the provided software system, including work orders, service orders, trouble tickets, job orders, vehicle records, and timesheets.
- Manages trouble tickets effectively, including receipt, investigation, resolution, and tracking.
- Participates in a rotating on-call schedule for after-hours repairs and troubles.
- Ensures safe and efficient performance of all job functions and maintains a positive company image.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements below represent the required knowledge, skill, and/or ability.

- Strong communication skills and a customer-oriented mindset.
- Proven ability to defuse challenging situations and maintain positive team and customer relationships.
- Critical thinking and problem-solving capabilities.
- Experience (1-2 years) and knowledge in electronics, preferably as a line worker, installer/repairer, or cable splicer.

- Familiarity with test, switching, and electronic equipment, various cable types, cable records, staking sheets, specifications, and circuit diagrams.
- Understanding of digital technology and preventive maintenance procedures.
- Detail-oriented with the ability to work independently and collaboratively with others.
- Physical ability to work on demanding projects, including outdoor work in adverse weather conditions.
- Ability to travel to customer homes and work sites to perform job duties as listed.
- Maintains effective working relationships with all company employees.

EDUCATION and/or EXPERIENCE

- High school diploma or GED.
- Associate degree or equivalent from a two-year technical college in telecommunications preferred, or two years related experience and/or training.
- Basic knowledge of broadband technologies and services, including installation, operation, and repair. Working knowledge of CATV is a plus.

SUPERVISORY RESPONSIBILITIES: None

LICENSES & CERTIFICATES REQUIRED

- Valid Class D Motor Vehicle License.
- CDL may be required; willingness to attain one with airbrake endorsement if not already possessed, with support provided by the company.
- Power Limited Technician License through the MN State Board of Electricity; willingness to attain if not already possessed, with support provided by the company.

PHYSICAL DEMANDS

- Regular requirements: standing, walking, using hands, reaching with hands and arms, talking, hearing.
- Frequent requirements: sitting, climbing, balancing, stooping, kneeling, crouching, crawling.
- Lifting requirements: Regularly up to 50 pounds, frequently up to 100 pounds, occasionally more than 100 pounds.
- Vision requirements: Close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Reasonable accommodation may be provided as needed to enable individuals to perform essential functions.

This job description is not intended to be all-inclusive of duties that will be assigned.

Reliable attendance is required.