

MINIMUM JOB QUALIFICATIONS

FOR THE POWERNET TECHNICAL SUPPORT REPRESENTATIVE

I. Required Skills

- A. Education Requirements - A high school diploma or graduate equivalency diploma (GED) is required. Proficiency with personal computers, word processing, and spreadsheets, is required.
- B. Experience with Microsoft Office and Microsoft Windows software is required
- C. Providing friendly and courteous assistance to individuals with a high level of computer-related anxiety is required. Must be able to communicate effectively with non-technical individuals. Must be very motivated and able to work in a team-oriented environment with assigned responsibilities, and be able to complete all assigned goals and objectives in an accurate and timely manner while following up with customers or fellow employees to insure high-quality service.
- D. Must have and maintain a valid Washington State Driver's License. If a valid Washington State Driver's License has not been obtained, then it must be acquired in a reasonable amount of time as specified by the Association. This item is required.
- E. The ability to speak, read, write and communicate the English language fluently as well as prepare letters, documents, articles for publication, etc., is required.
- F. The ability to work independently with a minimum level of supervision is required.
- G. Physical Requirements (Sufficient dexterity to perform the tasks as listed in the job description.)
 - 1. Physical Skills Level B (Noticeable) - Some physical skill is required. Certain coordinated finger, limb, or body movements must be performed in the course of regular work routines. These can usually be learned on the Job over a relatively short period of time.
 - 2. Physical Effort Level 2 (Light) - Job requires light physical effort as a part of regular work routine, such as frequent standing and walking, frequent lifting, guiding and/or carrying of light-weight materials or equipment; occasional periods of sustained effort.
 - 3. Sufficient dexterity to perform the tasks listed in the job description for this position is required.
 - 4. Talking in person and on mobile radio and cellular telephones required.
 - 5. Listening in person and on mobile radio and cellular telephones required. Must be able to respond when being notified by a pager.
 - 6. Adequate near, and far vision (driving) required.
 - 7. Adequate depth perception (driving) required.
 - 8. Adequate color Vision (color coded wires) required.
 - 9. Handling, fingering, working with hand tools. This item is required.
 - 10. Lift, carry, pull, and push items in excess of 20 pounds. This item is required.
 - 11. Some travel may be required. May be asked to take occasional trips out of the Benton REA service area in order to attend training classes and seminars. These trips may require driving a vehicle that is provided by the Association.

MINIMUM JOB QUALIFICATIONS FOR THE POWERNET TECHNICAL SUPPORT
REPRESENTATIVE - PAGE 2

12. The ability to operate a motor vehicle with a manual transmission is required.
13. The dexterity to operate computer equipment and/or typewriters is required.
14. The physical ability to remain seated for long periods of time (approximately 2-3 hours) while working at a desk is required.
15. The physical ability to crawl, climb and balance on structures under construction is required.
16. The physical ability to access attics and crawl space areas on new and existing structures is required.

II. Preferred Skills

- A. The ability to speak, read, write, and communicate the Spanish language fluently is preferred.
- B. Proficiency in accessing the Internet and troubleshooting basic hardware and software configuration problems is preferred.
- C. Proficiency in answering billing questions in person or over the telephone quickly and efficiently is preferred.
- D. Some clerical experience preferred.
- E. Experience with transfer, paging, and voice mail on a Toshiba phone system is preferred.
- F. Experience with Microsoft Access, Outlook Express, Netscape, and Internet Explorer is preferred.
- G. Experience diagnosing and solving basic telephone line connection problems, and personal computer hardware and software problems, is preferred.
- H. Experience with identifying and eliminating computer viruses is preferred.

III. Work Environment

- A. Work Demand Level B (Average) - Work pressure, disturbances of workflow, and/or irregularities in work schedule are expected and occur on an intermittent basis.
- B. Working Conditions Level 2 (Disagreeable) - Somewhat disagreeable conditions. Work may be performed in cramped or awkward positions. Occasional exposure to safety hazards, disease, or contamination results in chance for lost-time accidents. Occasional exposure to noises, temperature extremes, weather extremes, dust and dirt, etc.