



IMU Fiber is accepting applications for a **Full Time Tier I Technical Support Specialist**.

IMU Fiber is Indianola's largest internet provider with over 4,300 customers providing multi-gig, fiber-to-the-home, network connectivity. Launched in 2017, IMU Fiber offers internet, TV and phone services to residential and business customers in Indianola and parts of the surrounding rural areas.

**Come join a fast-paced, always evolving, technology-based company!**

This position primarily responds, investigates, and solves Tier I customer support calls and service tickets. A complete job description can be found below.

Minimum qualifications include high school graduation or equivalent, and any combination of experience and training which provides the required knowledge, skills and abilities. Valid Iowa Driver's license and good driving record. Ability to keep records, to assemble and organize data, and to prepare reports from such records. The ability to work independently and handle technical information. Capability to communicate with IMU customers and staff, in an easily understood manner, the variety and scope of communications products, services, and equipment available.

The starting annual base salary is \$33,572 with additional guaranteed on-call hours. An excellent benefits package is included. Employment is contingent upon the successful completion of a post-offer drug and alcohol screening and background check. To apply, please submit 1) your letter of interest, 2) your resume with salary history and 3) application with three professional references to:

Chris Longer IMU Finance & HR Director  
210 West 2nd Avenue  
Indianola, Iowa 50125  
[clonger@indianolaiowa.gov](mailto:clonger@indianolaiowa.gov)

**Applications are being accepted until the position is filled.**

Indianola Municipal Utilities is an Affirmative Action and Equal Opportunity Employer providing opportunities to people regardless of membership in any protected class. IMU is committed to-upon request-providing access, equal opportunity, and reasonable accommodation for individuals with disabilities. If you need any accommodation during the selection process because of a disability, please notify the Human Resources department at 515-962-5302 and we will provide appropriate accommodation.

INDIANOLA MUNICIPAL UTILITIES



Electric • Communications • Water

**JOB DESCRIPTION**

**POSITION:** TIER I TECHNICAL SUPPORT SPECIALIST      **CIVIL SERVICE:** NO  
**DEPARTMENT:** COMMUNICATIONS      **FLSA STATUS:** NON-EXEMPT  
**REPORTS TO:** COMMUNICATIONS SUPERINTENDENT      **PAY GRADE:** CE 1

---

**SUMMARY:**

Under limited direction performs technical support work for both internal and external clients. Work requires coordination and implementation of assigned and special projects, independent judgement and the ability to quickly and efficiently troubleshoot and resolve technical problems. Provides Tier 1 technical product support.

---

**SUPERVISES:**

N/A

**EQUIPMENT USED:**

Computer, Office Equipment, Various Electronic Devices, and Vehicles

---

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

**General:**

- Responds, investigates, and solves Tier 1 customer support calls and service tickets.
- Troubleshoots and tests the performance of equipment.
- Assists in maintaining the Utility social media sites.
- Participates in rotating after hours on-call duty.
- Works with the Communications Superintendent, Network Engineers and Tier 2 Support Specialist to coordinate and schedule both internal and external projects.
- Schedules, dispatches and assigns technicians for trouble tickets.
- Assures that all work performed meets IMU's standards for accuracy, quality, efficiency and timeliness.
- Establishes and maintains an effective working relationship with customers, contractors, employees and public officials.
- Assures that IMU's mission, goals and objectives are fully supported and accomplished.

- Attends workshops and training seminars to maintain knowledge of various communications products, services, materials, procedures and equipment used in the performance of duties.
- Maintains equipment logs, generates and files required communication documents and reports.
- Follows OSHA procedures to assure the protection of co-workers and the public.

**Required:**

- Prior support experience that shows a progressive ability to adapt to changing technologies.
- Ability to plan, establish, and adjust working procedures and methods.
- Creative problem solving to resolve day-to-day issues.
- Ability to use electronic devices such as laptops, PCs, handhelds, cell phones, etc.
- Ability to work outside normal business hours.

**Preferred:**

- Two years' IT support work at Tier 1 level.
- Familiarity with Calix products
- Familiarity with utility billing systems such as Innovative eLation.

---

**MINIMUM QUALIFICATIONS:**

- High school graduation or equivalent, and any combination of experience and training which provides the required knowledge, skills and abilities.
- Valid Iowa driver's license and good driving record.
- Ability to keep records, to assemble and organize data, and to prepare reports from such records.
- Ability to work independently and handle technical information.
- Capability to communicate with IMU customers and staff, in an easily understood manner, the variety and scope of communications products, services, and equipment available.
- Ability to prepare various reports which require the use of independent judgment.
- Subject to a post-offer drug and alcohol screening and background check.

---

**ENVIRONMENTAL CONDITIONS:**

The work typically is performed in an IMU office, or Communications Hut environment. The worker is not substantially exposed to adverse environmental conditions.

---

**PHYSICAL REQUIREMENTS:**

- Sitting, climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, driving finger dexterity, grasping, feeling, talking and hearing.
- Sitting 80 percent of the time.
- Standing and/or walking approximately 20 percent of the time.

- Requires the exertion of up to 10 pounds of force continuously.
  - Up to 50 pounds of force infrequently to lift or otherwise move objects.
- 

**VISION REQUIREMENTS:**

The minimum standard for use with those whose work deals largely with computer terminals, reading, test equipment, and reports.

---

**EQUAL OPPORTUNITY EMPLOYER:**

Indianola Municipal Utilities is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, IMU will provide reasonable accommodations to qualified individuals and encourages prospective employees and incumbents to discuss potential accommodations with the employer.

---

Indianola Municipal Utilities reserves the right to change this job description at any time.