



Position Title: IT/Device Repair Intern
Department: Network Operations
FLSA Status: Non-Exempt
Reports to: Network Manager
Date Created: March 2025

Position Summary: The IT/Device Repair Intern will assist with troubleshooting, repairing, and maintaining broadband-related hardware, customer premise equipment (CPE), and network devices. This internship is a hands-on opportunity to gain experience in IT support, device diagnostics, and technical problem-solving within the broadband industry.

Essential Job Functions

- Diagnose and repair broadband equipment, including modems, routers, and set-top boxes.
- Perform software updates, hardware replacements, and routine maintenance on IT/network devices.
- Assist in troubleshooting customer-reported technical issues.
- Test and refurbish returned equipment to ensure quality and functionality.
- Maintain an inventory of spare parts and repaired devices.
- Document troubleshooting steps and repairs in the ticketing system.
- Support IT team with general networking tasks and device configurations.
- Follow industry best practices for device handling and repair safety.
- All other duties as assigned.

Preferred Talents

- Strong problem-solving and analytical skills.
- Excellent communication and teamwork abilities.
- Willingness to learn and adapt to new technologies.
- Ability to work independently and handle multiple tasks.

Qualifications

- Valid Driver's License.
- Currently pursuing or recently completed a degree in IT, Computer Science, Electronics, or a related field.
- Basic knowledge of networking principles, hardware troubleshooting, and operating systems.
- Hands-on experience with repairing electronics or IT devices (preferred but not required).

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to handle or feel, reach with hands or arms, climb or balance, talk or hear. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%	0-24 lbs	25-49 lbs	50-74 lbs	75-100 lbs
Seeing: Must be able to read computer screen and various reports.				X				
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X				
Standing/Walking:				X				
Climbing/Stooping/Kneeling:				X				
Lifting/Pulling/Pushing - Weight						X		
Sitting:				X				
Fingering/Grasping/Feeling: Must be able to write, type and use the phone.				X				

Working Environment

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.