



285 Technology Center Way, Suite 201-B • Wenatchee, WA 98801
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Job No: NN2025-3

POSITION TITLE

Internet Service Provider Support Technician I, II, and III – Telecom

DEPARTMENT

Operations

LOCATION

Based in Wenatchee, WA, United States (not a remote position)

COMPENSATION

- Technician I: \$20 to \$30 per hour (DOE)
- Technician II: \$25 to \$35 per hour (DOE)
- Technician III: \$30 to \$40 per hour (DOE)

BENEFITS

Paid leave, medical stipend, dental, short-term/long-term disability, life insurance, and 401(k)

SCHEDULE

Full time

TRAVEL

Up to 25% outside the Wenatchee market

ON-CALL

Required, one-week rotation from Monday to Monday

JOB DESCRIPTION

Native Network is seeking ISP Support Technicians at multiple levels to support our growing residential and commercial Internet and phone services. This hybrid role combines technical fieldwork with customer-facing support responsibilities. Technicians will perform installations and service calls, assist customers over the phone, and coordinate with local contractors to ensure timely service delivery.

Technicians will serve single-family homes, MDUs, tribal housing, and business customers ranging from small shops to large multi-story facilities, including hospitals. Daily responsibilities also include inputting customer information into our ticketing system (Sonar), managing sign-up and support sheets for each market, scheduling service and installation jobs, and ensuring work is accurately assigned to internal staff and contractors. Applicants will be considered for Technician I, II, or III based on their skills, relevant experience, and ability to meet the technical and support requirements outlined below.

KEY RESPONSIBILITIES

Shared Core Responsibilities (All Levels)

- Install and activate Internet service for residential and commercial customers
- Perform in-home and on-site service calls, upgrades, and hardware swaps
- Answer incoming customer support calls and provide troubleshooting or escalation
- Input data from market sign-up and support sheets into the ticketing system
- Schedule and manage customer service and installation appointments

- Coordinate with local contractors to assign and track field work in their respective areas
- Terminate, label, and test Ethernet and low-voltage cabling
- Align and verify fixed wireless antennas (Cambium, Tarana) using mobile tools
- Enter customer premises, including homes, MDUs, retail businesses, and hospitals, and conduct oneself professionally and respectfully
- Document all work accurately in OSS/BSS systems such as Sonar
- Track and manage personal inventory of tools and equipment
- Follow company safety procedures and use appropriate PPE
- Participate in scheduled on-call rotation (one week, Monday to Monday)
- Travel up to 25% outside the Wenatchee market as needed

Technician I – Entry to Intermediate

Experience: Minimum 0 to 5 years of relevant experience

Pay Range: \$20 to \$30 per hour

Requirements:

- Basic understanding of IP networking (Wi-Fi setup, router configuration, IP addressing)
- Hands-on experience in telecom, IT support, or low-voltage cabling
- Willing and able to answer support calls and work with customers daily
- Professional written and verbal communication skills
- Valid Washington State driver's license

Preferred but not required:

- OSHA 10 certification
- CompTIA ITF+ or Network+
- Experience with Cambium or Tarana equipment
- Experience with Sonar or another ticketing platform

Technician II – Intermediate to Advanced

Experience: Minimum 3 to 8 years of relevant experience

Pay Range: \$25 to \$35 per hour

Requirements:

- Must meet all Technician I requirements
- Demonstrated ability to provide remote customer support and perform advanced field work
- Understanding of DHCP, SSID/Wi-Fi configuration, structured cabling, and router-level support
- Experience managing work in a ticketing or provisioning system
- Ability to mentor junior technicians
- Experience coordinating work with external contractors
- Valid Washington State driver's license

Preferred but not required:

- OSHA 30 certification
- Tower climbing certification
- CompTIA Network+ or vendor-specific credential
- Experience with Cambium, Tarana, FortiGate, or related platforms
- Familiarity with VLANs, DHCP scopes, or basic Layer 2/Layer 3 troubleshooting

Technician III – Senior / Network Field Lead

Experience: Minimum 5 years of relevant experience

Pay Range: \$30 to \$40 per hour

Requirements:

- Must meet all requirements for Technician I and II
- Advanced knowledge of networking, including VLANs, static IPs, DHCP, NAT, and CPE provisioning
- Experience deploying and supporting small and medium business or enterprise network environments
- Proven ability to lead installations and coordinate contractors or field teams
- Strong troubleshooting and documentation skills
- Valid Washington State driver's license

Preferred but not required:

- Tower climbing certification
- Juniper JNCIA, Fortinet NSE, or relevant platform certification
- Experience with FortiGate, Juniper, Brocade, Cambium PMP, Tarana, and Ciena PON
- Experience with monitoring and provisioning systems such as SolarWinds or RADIUS

CAREER ADVANCEMENT AND INTERNAL PROMOTION

Native Network supports career development and internal promotion based on performance and technical growth. Advancement from one technician level to the next is determined by time in position, demonstrated skills, certifications, and overall contribution to the team.

Technicians are encouraged to pursue relevant certifications (Juniper, Fortinet, safety/tower, fiber) and take on increasing responsibilities in the field and in support roles.

REQUIRED APPLICATION DOCUMENTS:

Ready to make an impact? Send the following to jobs@nativenetwork.com:

- Resume
- Cover Letter
- Three professional references

Please include "ISP Support Technician Application – [Your Name]" in the subject line.

BACKGROUND CHECK:

Employment is contingent upon a successful background check.

JOIN NATIVE NETWORK — MAKE A MEANINGFUL IMPACT

At Native Network, we're not just installing Internet—we're connecting communities. Every technician plays a vital role in expanding access to reliable communications technology for Tribal nations and rural areas. Whether you're activating service in a family home or troubleshooting a network at a tribal health clinic, your work directly supports digital equity, economic empowerment, and community resilience.

WHO WE ARE

Native Network, Inc. partners with Native American Tribes across the country to build and operate telecommunications infrastructure that reduces costs, creates jobs, and diversifies local economies. Since 2016, we've also delivered Internet and phone services to homes and businesses in Chelan and Douglas counties, operating over the Public Utility Districts' fiber networks.



WHY WORK WITH US

When you join Native Network, you become part of a purpose-driven team that:

- Serves communities that have historically been underserved
- Values hands-on problem solving and technical excellence
- Offers clear paths for career advancement and certification
- Believes in teamwork, integrity, and doing what it takes

OUR CORE VALUES

As members of Native Network, Inc.'s organization, we strive to exceed our customers', employees', shareholders', and communities' expectations by conducting our business with the following values as our guide:

- We are customer-focused and quality-driven
- We have a sense of urgency
- We deliver on what we promise
- We are honest and respectful
- We work as a team
- We have a passion for excellence
- We will do whatever it takes

EEO/AA STATEMENT

Native Network, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, national origin, age, sex, religion, disability, sexual orientation, marital status, veteran status, gender identity or expression, or any other basis protected by local, state, or federal law. This policy applies to all aspects of employment, including hiring, transfer, promotion, compensation, eligibility for benefits, and termination.

SCREENING BEGIN DATE

September 22, 2025

POSTING CLOSE DATE

Open until filled (dependent on applicant pool)