

Job Opening: Broadband Network Administrator

Position Summary:

The Township-Owned Broadband Network Administrator is responsible for providing oversight, strategic direction, and operational coordination for the township's municipally owned broadband infrastructure. Although day-to-day operations, customer service, and technical functions are performed by a contracted Internet Service Provider (ISP), the Administrator ensures that the ISP meets performance and service-level agreements, aligns with community goals, and delivers high-quality broadband services to residents and businesses.

This position is envisioned as requiring approximately 10 hours per week. It is possible that this position could be combined with another job opening at the township for an IT and Web Support Technician.

Key Responsibilities:

Vendor Management & Oversight

- Serve as the primary point of contact between the township and the contracted ISP.
- Monitor and enforce compliance with the ISP's contract, service-level agreements (SLAs), and performance benchmarks.
- Review regular operational reports, uptime statistics, customer satisfaction surveys, and other key performance indicators (KPIs).
- Lead regular coordination meetings with the ISP to address issues, track progress, and resolve disputes.
- Coordinate new subscriber installation with contractors and township staff
- Conduct annual review of broadband infrastructure and oversee required maintenance

Strategic Planning & Community Engagement

- Develop and recommend strategic plans for broadband network expansion, service improvements, and community outreach.
- Identify funding opportunities (grants, partnerships, etc.) for network enhancements.
- Coordinate with local stakeholders to align broadband services with community needs, including digital inclusion efforts.
- Represent the township in public meetings, broadband committees, and regional/statewide broadband initiatives.
- Coordinate meeting of Lyndon Township Broadband Oversight committee; including scheduling, creating agenda and assembling board packet.

Financial Oversight

- Monitor and report on network financial performance, including revenues, operating costs, and return on investment.

- Collaborate with township finance staff to prepare budgets and manage expenditures related to the broadband network.
- Review and validate invoices and payments to the ISP and other contractors.

Policy & Regulatory Compliance

- Ensure network operations remain compliant with all applicable local, state, and federal regulations.
- Monitor changes in broadband policy and advise township leadership on potential impacts.

Reporting & Communication

- Prepare periodic reports to the Township Board on network performance, service outcomes, and strategic priorities.
- Respond to inquiries from residents, businesses, and township leadership regarding broadband service availability and performance.
- Maintain documentation related to contracts, regulatory filings, and project plans.

Qualifications:

Required:

- Bachelor's degree in Public Administration, Telecommunications, Business, or related field (or equivalent experience).
- Minimum of 3–5 years of experience in broadband, telecommunications, municipal management, or utility oversight.
- Experience managing vendor relationships and contracts.
- Strong analytical, communication, and project management skills.
- Familiarity with broadband infrastructure and terminology.

Preferred:

- Experience in municipal or government-owned broadband projects.

Work Environment:

- Combination of office work, public engagement, and occasional site visits to infrastructure locations.
- Attendance at evening township board meetings may be required.