

POSITION DESCRIPTION

**Percentages of time spent on each job duty will vary daily, as well as based on project.*

The Network Technician will oversee the operations and maintenance of our Internet and phone equipment. Routing & Switching, Central Office and Networking to ensure quality services are being delivered to all customers.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Ensures continuous operation of central office switches, networks, IPTV, and related equipment
- Maintain & administer routing and switching to network to ensure quality operation.
- Maintain internal ISP while looking for ways to make improvements.
- Next level support for technician in the field, providing technical expertise to the team and helping to resolve any day to day issues.
- Prepares specifications for new equipment and oversees changes and upgrades to switches
- Design, configure and maintain Ethernet networks
- Attend training to stay current with the telecommunications industry
- Maintain the operations of a public switched telephone network
- Determine equipment requirements for projects, place equipment orders, and track inventory
- Maintain records of network infrastructure across multiple facilities
- Maintain SONET network including T1 Installations, changes, and repairs
- Maintain central office equipment including DC power plant, batteries & rectifiers
- Constantly looking for ways to make improvements, performing maintenance, manage and drive complex technical projects, etc.
- Minor Generator and HVAC maintenance and repairs

(Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.)

Knowledge, Skills & Abilities

- Knowledge of telecommunication industry and terminology
- Knowledge of digital switching technology
- Knowledge of Metro Ethernet technologies
- Knowledge of DSL and RF technologies
- Knowledge of Ribbon/Genband CS1500/ Sonus SBC, & ethernet transport
- Knowledge of Innovative Systems Elation/ APMAX/SIP ACS
- Knowledge of Adtran TA5000 and Calix/ Occam B-Series
- Knowledge of networking, including understanding, designing, & setting network infrastructure- including WiFi, & wired networks: LAN/WAN, VLAN, WLAN, etc., central office transport & switching, IP networking, TDM, VoIP, FTTH, DSL, configuring routers, switches & firewalls, identify, diagnose & resolve network and hardware problems.
- Knowledge of transport and point-to-point equipment.
- Experience with Cisco routers & switches.
- Ability to manage IP, Ethernet, TCP/IP, and OSI Layers 1 - 3 network traffic
- Ability to communicate professionally with vendors, co-workers and customers
- Ability to develop and justify budget objectives
- Ability to pay close attention to detail
- Ability to work independently as well as in a team environment
- Ability to organize and prioritize multiple work assignments
- Ability to recommend improvements for specific installation/maintenance/repair issues
- Ability to perform software updates and adding new applications and services during non-peak hours
- Ability to handle escalations for issues pertaining to CO operation
- Ability to perform system & equipment installation, upgrades, system reconfigurations, hardware changes, system relocations
- Ability to perform testing & initialization
- Ability to work with DC power in order to remain in compliance of code for CO grounding audits
- Skills in problem solving and resolution-oriented mindset
- Skill in reading and interpreting technical documents and information
- Skill in oral and written communication
- Performs all other related duties as assigned by management.
- Ability to provide the experience, the GBT way.

Responsibilities: This position requires the ability to participate as a member of a team to complete tasks and engage in problem solving activities. Therefore, must relate well with others since information has to be obtained on occasion from others in the form of informal training/ coaching. Employees are expected to communicate with the public as well as fellow employees in a pleasant business-like manner. There is frequent internal and external contact at all levels of organization requiring negotiation, persuasion, and diplomacy with other departments, customers, and vendors. Must also maintain good attendance and appearance. Employees are expected to increase job knowledge by assisting & supporting all other employees with their job duties, as required. Participation in strategic planning is expected at least annually.

Education & Experience: High school diploma or GED, required. Degree in Communications Technology, or related area, preferred. 2+ years telecommunications, networking or related field, preferred.

Training: Company training on operating systems must be completed successfully within six months, required. Ongoing training on product offerings, safety, CPNI & Harassment, required. Ideal candidate holds Cisco Certification, (i.e. CCNA, CCNP, etc.), MEF Carrier Ethernet Certified Professional (CECP), Proficient with Cisco IOS, IOS-XE, IOS-XR, if not already held targeted certifications and training is expected to be obtained, within one year of hire.

Customer Service/Interaction: Daily phone and face-to-face interaction with other employees and customers, while vendor contact is weekly by phone to perform job functions. To facilitate our mission of customer satisfaction, all jobs carry with them an overriding responsibility of our employees to provide extraordinary customer service in terms of quality, timeliness, and assistance. Commitment to service excellence is expected of all employees.

Latitude: Duties are expected to align with the strategic mission of the company, the performer plans and arranges tasks in order to complete; or are self-defined with complete flexibility in scheduling and accomplishing responsibilities. Problem solving is accomplished independently most of the time requiring extensive knowledge, both industry and technical. Most decisions not affecting other departments can be made independently in accordance with company policy.

Impact of Position: Successful completion of essential job tasks ensures efficient use of time and effective completion of job duties. Errors may or may not be easily detected but could have significant adverse effect on external and internal relationships and result in substantial monetary effect due to a probability of loss of customer or improper utilization of labor, material, or equipment. Data that is prepared by this position is used for important decisions by management, errors could result in liability and affect operating costs.

Physical Requirements: Limited bending, carrying, lifting- up to 40 lbs. independently, demonstration of manual dexterity, squatting, twisting, turning, and visualizing of a computer screen, required.

Work Conditions: The physical environment requires this employee to work both inside and outside in heat/cold, wet/humid, dry/arid conditions. Frequently required to use personal protective equipment to prevent harm in hazardous environments. Must be willing to work overtime, overnight, on-call and weekends for special project upgrades.

Other: Occasional travel by vehicle, air travel, flexible hours, overnight work & travel, and overtime, required.

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgment below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

