Job Title	Network Engineer-Network/IT Supervisor	**Job Category**	**Technician / Supervisor**
Department	Network Operations	**Status**	Full Time/Exempt
Location	Rush Center, KS	**Travel Required**	Yes
Supervisor Title	Director of Operations	**Evaluators**	Director of Operations
In-put	General Manager, Management Team, Co-Workers, Customers	**Direct Reports**	Network Techs, Computer Tech, Systems Administrators, RF Systems Engineer

In keeping with our mission of ***bringing the best user experience to its customers through reliable state-of-the-art communication services.***

This position supports the company's customer service philosophy that sets us apart from our competition by providing our customers with local and genuine personal service, we will work alongside our customers to find the best solution available to fit their needs. We pledge to provide the finest services to our customers and strive for continuous daily innovation to remain competitive in an age of perpetual technology.

NOTE: The job functions listed are intended to describe the general nature and level of work being performed by employees and are not to be interpreted as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

By: Director of Operations Golden Belt Telephone	**Effective Date:** **Review Date:**

POSITION DESCRIPTION

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

Reporting to the Director of Operations, the Network Engineer Supervisor, will be responsible for oversight of the planning, design, and installation of the software and hardware for GBT's internal and external telecommunications and networking systems. Works closely with all department managers to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the services offered by GBT. Develops strategic plans for services and contributes to the overall engineering and GBT strategic plans. Direct the creation of the annual budget in order to recommend major improvements to central office equipment, initiate, recommend, and purchasing of tools and supplies as well as monitoring to ensure expenditures are managed according to the annual plans. Ensures all Network and Systems Administrator personnel understand industry standards, safety procedures, and preventative maintenance operations of communications and data equipment installations.

ESSENTIAL DUTIES & RESPONSIBILITIES

-Directs and oversees operations for the Network and IT departments to ensure all corporate and Internet networking systems meet defined objectives in terms of performance, capacity, reliability, and availability.

- Monitor network and server performance including areas such as, processor utilization, bandwidth usage, intrusion detection, memory usage, free disk space, etc. and ensures corrective actions are taken to meet or exceed expected service levels.

- Oversees the management of all hardware and software assets by planning the systematic upgrades and replacements that addresses the financial and technological life cycle of these components.

- Monitors and manages security threats to all server, PC, and local area networks, ensure virus detection and elimination technologies are operational across the company.

- Ensures company security policies are up-to-date and protects company interests from physical and logical vulnerabilities and risks.

- Monitors all equipment for suspicious activity and/or possible breaches of security.

- Conducts audits and tests to ensure end-to-end security meets established standards.

- Performs regular tests of all data recovery and equipment restoration capabilities.

- Ensures daily backup of all critical information and verifies backups for successful completion.

- Ensures backups are stored at an off site location.

- Ensures all relevant backup and documentation is current and complete.

- Manage the capital and expense budget for Network and IT Department.

- Manage the technical education and professional development of the Network and IT staff.

- Drive continuous improvement in business processes through continuous technology improvements: changes, upgrades, and enhancements.

- Stay current on new/emerging technologies that could be applicable to GBT through personal research, seminars, conferences, etc.

- Continuously search pricing alternatives for currently approved infrastructure equipment.

- Supervises staff in Network, and IT departments.

- Engage with other members of senior management to facilitate cross department collaboration to ensure network systems and solutions positively support GBT's evolving strategy and operational delivery.

(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

-Demonstrated excellence in forecasting network related expenditures and preparing the department budget, determining timelines, setting project schedules, planning upgrades, patching deployment, performing cut-overs, routine maintenance, and delegation of the tasks

-Skill in developing, examining, re-engineering,

and recommending network policies and procedures

-Ability to monitor the network and all associated equipment to determine network stability, traffic through-put, linking outages, and other events that are detrimental to customers services, maintaining routers, switches, firewalls and servers, resolving network related issues across multi-vendor hardware and software, evaluate and test network and protocol related functions and processes.

-Growing and building the network for the purpose of ensuring the network is always able to provide necessary services for all customers.

-Ability to design, provision, and program equipment required for growth of the Internet network to include new sites and upgrades to existing sites.

-Ensure administration of the system for the purpose of ensuring the network operates efficiently and effectively.

-Tracking and analyzing network and service-related data flow to determine if there is a need for upgrades or configuration changes to existing service deployments, studying industry trends, vendor information, and technology capabilities to make recommendations to management.

-Maintain up to date knowledge of the latest technology advancements and network management best practices, assisting in research and development.

- Maintain up to date knowledge of current operating systems, such as Windows, Linux, Virtual Machines, etc.

- Maintain up to date strong knowledge of industry standard command lines such as Cisco.

- Strong analytical skills and experience in interpreting a strategic vision into an operational model

- Collaborative and flexible, strong service mentality, team player committed to organizational success and lifelong learning

- Motivate and retain a team of professionals using excellent leadership and critical thinking skills

- Ability to roll up sleeves and participate in essential, day to day work, with desire to work in a dynamic, strategic driven, value-based environment

- Astute business acumen, excellent communication skills, both written and oral

- Highly proficient in common industry recognized practices & certifications

- Highly organized with the ability to optimize among multiple competing priorities

- Display respect and maintain a good reputation in the community

- Ability to manage a team of people, continuously evaluating and proposing operational improvements for better efficiency, motivating employees, and advocating for their personal growth and development, providing executive coaching, providing a good experience, and support, ensuring they have the tools they need to do the job right, ensuring you are willing to listen in order to gather ideas and suggestions, and take them into consideration

- Ability to provide the experience, the GBT way.

Responsibilities: This position requires the ability to lead and 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 daily.

Education, Experience & Training: High school diploma or GED, required. A candidate with Bachelor's degree in Technology, Electronics or related field, preferred. Ideal candidate has prior management or proven leadership background experience, preferred. CCNA, preferred. Company training of operating systems must be completed within six months. Ongoing training as required by the company, I.E., safety, CPNI, harassment prevention and other necessary industry training, required.

Customer Service/Interaction: Daily phone and face-to-face interaction with other employees and customers, while vendor contact is as needed 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.

Confidential & Sensitive Information: This position has access to and must safeguard the organizations confidential and sensitive information.

Latitude: Duties are expected to align with the strategic mission of the company, along with management team the performer plans and arranges tasks in order to complete duties. Problem solving is accomplished within your team and manager meetings 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 financial stability of the company. Errors are easily detected usually detected in the next phase of operations but could have significant adverse effect on external and internal relationships and result in moderate monetary effect due to a probability of loss of 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 adversely affect operating costs.

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

Work Conditions: Office Environment

Other: Occasional travel by vehicle, air travel, flexible hours, overnight travel, and overtime, may be 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*

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