

Job Description

Position Title: Network Technician	S06
Department: Network Operations	Reports to: Data Network Supervisor
Revision Date: September 6, 2022	FLSA Status: Non-exempt

Position Overview

This entry level network position participates in the installation, maintenance, and day-to-day support of network elements that make up core wireless and wireline networks for company voice, video, and data solutions. Resource for core network alarm monitoring, dispatching, and resolutions.

Essential Job Functions

- Installs, configures, tests, troubleshoots, and maintains network access, transport and switching services.
- Support various network platforms, and protocol methods, and similar systems that utilize copper, fiber, and wireless network facilities.
- Maintains inventory of CPE and other installation materials.
- Coordinates scheduling of routine and urgent network maintenance with internal staff, partners, and customers.
- Provides technical product support for internal and external customers.
- Contributes to root cause analysis, trend interpretation, and issue resolution to anticipate and prevent network issues from impacting a user's experience.
- Stays informed of consumer trends, company and complimentary products, to provide superior service and recommendations to customers.
- Keeps network and customer record keeping up to date.
- Supports Linux and Microsoft servers in a virtual server environment.
- Knows training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.
- Perform network maintenance during off-peak network usage, typically in the middle of the night.
- Applies best practices preventing and responding to security vulnerabilities, threats, and other Internet issues pertaining to customers and Internet access.

- Maintain and create procedures, alerting of potential outages, and determining root causes of outages.
- Create and maintain accurate network element record keeping.
- Identifies and replaces malfunctioning or inoperative equipment and performs repairs and preventative maintenance following outlined methods of procedures.
 - Responds and manages incident root cause determination, resolutions, escalations and communications to/from carriers, suppliers, stakeholders, and customers.
- Proactively monitor and respond to network alarms and alerts.
- Responsible for routine maintenance of generators and ancillary related equipment.
- Performs all other related duties as assigned by management. ¹

Knowledge, Skills, and Abilities

- Knowledge of computer and network setup and maintenance.
- Knowledge of data networks, architecture, maintenance, and administration.
- Knowledge of companies' products and services offered and in development.
- Knowledge of consumer applications, trends, in both residential and small-medium business environments.
- Knowledge of OSI model, packet capture and analysis.
- Knowledge of company policies and procedures.
- Skill in oral and written communications.
- Skill in operating various office equipment such as personal computer, various software programs and telephone systems.
- Skill in utilizing company office productivity software and related applications.
- Skill in working successfully in a business environment with a variety of personalities.

¹ These tasks do not meet the Americans with Disabilities Act of 1990 definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

- Skill in reading and interpreting technical documentation.
- Skill in learning, understanding, and applying technical applications and workings of key wireline and wireless systems, networks, IP, voice, video, and data, and other current and potential company services.
- Exhibit a professional appearance and possess excellent verbal communication skills.
- Ability to communicate with co-workers and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work projects.
- Ability to pay close attention to detail.
- Ability to work independently or as team player when required.
- Maintain clean and organized work area

Education and Experience

Associate Degree in Telecommunications, Computer, Network, Information Systems, or equivalent experience. Certified Cisco Network Associate (CCNA) certification helpful. Preference given to relevant work experiences.

- Requires valid South Dakota driver's license

Physical Requirements

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen, various reports, and small computer parts.				X
Hearing: Must be able to hear well enough to communicate with customers and industry contacts.				X
Standing/Walking:		X		
Climbing/Stooping/Kneeling: Must be able to install network equipment.		X		
Lifting/Pulling/Pushing: Up to 50 lbs		X		

Fingering/Grasping/Feeling: Must be able to handle instances of dealing with small parts and workspaces, miniature electronics.				X
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Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions; may be slightly dirty or involve occasional exposure to some of the elements listed above.

Note: 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 so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.