



JOB DESCRIPTION

Job Title:	Network Technician
Department:	IT/Network
Reports To:	Network Operations Manager
FLSA Status:	Non-Exempt
Date Approved:	04/10/2023

General Summary

Network Technician installs, maintains, and monitors all central office switching and transmission equipment, transport systems, and various control and power distribution equipment.

Essential Job Functions

- ◆ Installs, maintains, monitors, repairs, and performs preventive maintenance on the following but not limited to:
 - All central office switching equipment
 - Broadband transport equipment
 - IP based traffic aggregators
 - Fiber optic systems
 - Digital cross connect systems
 - Digital loop carriers
 - VDSL
 - DSLAMs
 - Fiber to the home (FTTH) CO terminals
 - Fujitsu SONET transport systems
 - Netsmart 500 & 1500
 - Metaswitch VoWIFI/Hosted PBX/SBC/translations
 - 911 network services
 - DC power equipment
 - Battery plants
 - Other various control and power distribution equipment
- ◆ Installs, tests, troubleshoots, and repairs all types of special circuits including, but not limited to: Metro Ethernet, OC-48, OC-192, T-1, MPLS, DS1, and DS3.
- ◆ Troubleshoots and repairs all network problems.
- ◆ Performs maintenance of DSLAM, IP Switch, BNG, and routers associated with the broadband Internet.
- ◆ Supports the escalated Internet installation and support issues for Internet services by troubleshooting and testing modem speed and connectivity performance.

- ◆ Supports sales and installations of broadband, T1, MPLS, DSL, SONET, and Metro Ethernet services.
- ◆ Creates and runs data scripts for provisioning, troubleshooting and maintenance of data equipment, which may include the creation and maintenance of online database.
- ◆ Performs transmission and noise measurements and make corrective adjustments to equipment.
- ◆ Performs daily provisioning, monitoring, and troubleshooting of data network.
- ◆ Prepares and completes activities including moving, changing, installing, configuring, repair and/or removal of data communications equipment by reviewing and following work orders and other documentation.
- ◆ Identifies and pursues potential revenue producing or expense reduction opportunities.
- ◆ Performs other duties as assigned.*

Knowledge, Skills and Abilities

- ◆ Knowledge of TCP/IP, VOIP, PBX, CAT 5 & 6 wiring, SONET, and Ethernet.
- ◆ Knowledge of power system and its operations, digital data communication, long loop line treatment, carrier and span line maintenance, CO (Controlled Maintenance) MOP procedures and records, and fiber optics and terminal equipment.
- ◆ Knowledge of basic electronics and circuitry.
- ◆ Knowledge of company products and services.
- ◆ Knowledge of company policies and procedures.
- ◆ Skill in oral and written communication.
- ◆ Skill in problem-solving and resolution.
- ◆ Skill in reading and interpreting technical documents and information.
- ◆ Skill in operating central office switching equipment and various computer equipment including the use of all required software programs.
- ◆ Ability to interpret work prints, manuals, service orders, drawings, and other documentation when installing new equipment and/or troubleshooting network problems.
- ◆ Ability to work from oral or written instructions, plan work, and work without direct supervision and repair technical problems with minimum supervision.
- ◆ Ability to perform math for IP sub netting functions.
- ◆ Ability to thrive in a high energy, fast growth environment.
- ◆ Ability to work on call and support a continuous 24/7 operation.
- ◆ Ability to work overtime, rotating schedule, and weekends when necessary.
- ◆ Ability to work under stressful and high pressure conditions.
- ◆ Ability to communicate with co-workers, customers, and various business contacts professionally and courteously.
- ◆ Ability to organize and prioritize multiple work assignments.
- ◆ Ability to pay close attention to detail.
- ◆ Ability to make sound technical decisions using the information at hand.
- ◆ Ability to work independently.
- ◆ Ability to effectively function as a team player.
- ◆ Ability to train others to improve performance.
- ◆ Ability to effectively manage time and resources.
- ◆ Ability to maintain confidentiality.
- ◆ Ability to follow oral and written instructions.

- ◆ Ability to obtain and maintain a valid Tennessee driver’s license.
- ◆ Ability to obtain relevant certifications.
- ◆ Ability to participate in social, civic and community affairs. Communicate and inform the public of company products and services and provide supportive facts as needed.
- ◆ Ability to present self in a professional manner that would promote the goals and objectives of the company at all times.
- ◆ Ability to cooperate with other employees to maintain pleasant working relationships and improve morale. To exchange ideas, information, and job experience that will benefit the organization and ensure the company’s continued progress.

Education and Experience

High school diploma or equivalent plus 1-3 years of technical/electronic experience, and experience with installation and maintenance of special service circuits. Associate degree in electrical engineering or computer science preferred. Five plus years of experience with electronic and digital equipment preferred. CCNA certification required or obtained within 12 months from date of hire.

Physical Requirements

	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with customers, vendors, employees, and industry contacts.				X
Standing/Walking: Must be able to move about work area and walk to other departments.			X	
Climbing/Stooping/Kneeling: Must be able to install networks.			X	
Lifting/Pulling/Pushing: Must be able to lift up to 50 lbs.		X		
Fingering/Grasping/Feeling: Must be able to write, type, use phone system, various computer equipment and install equipment.				X

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.

**These tasks do not meet the Americans With Disabilities Act 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.*

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.