

Position Description

Network & Infrastructure Specialist

Job Summary and Objectives

The Network & Infrastructure Specialist is a team player in the design, implementation, and maintenance of network systems including the hardware and software, and other data and voice communications. The Network & Infrastructure Specialist assists in researching and implementing best practices in networking to provide optimum data, voice, and video services to Co-Mo Connect subscribers.

Responsibilities and Essential Job Functions

- A. Oversees the day to day operations of the network required to provide data, voice, and video service to subscribers, as well as back office networking required for administrative support.
- B. Maintains day-to-day security of networks and servers including operating systems and applications.
- C. Designs and implements network connectivity for LAN and WAN connections, including documentation of network connections.
- D. Receives and evaluates requests for additional network applications and makes recommendations on required hardware and software to assist in determining whether or not these requests will meet the user's needs and function in coordination with our existing hardware and software.
- E. Provides support to subscriber support team to enable subscribers to access the network successfully.
- F. Designs and documents solutions for business subscribers. Configures and troubleshoots equipment for business subscribers, including but not limited to Hosted PBX phones, network switches, and managed wireless devices.
- G. Performs maintenance of all network devices with all firmware and software updates and security patches and features.

- H. Works any escalated tickets in a timely manner.
- I. Creates knowledgebase articles and how-to documents for tier I and tier II support teams.
- J. Participates in an on-call rotation, which may require responding to after hours incidents.
- K. Promotes a positive subscriber experience through ongoing and effective employee/subscriber/contractor/vendor/partner communication. Attends community and promotional events as appropriate.
- L. Promotes and maintains a safe working environment, observes all safety rules, and supports the Mission Statement and Core Values in carrying out the responsibilities of the position.
- M. Supports and keeps abreast of bylaws, guidelines, policies/procedures and philosophies of the parent Cooperative in an effort to effectively serve and support members and subscribers.
- N. Performs other duties as assigned in order to fulfill the objectives of Co-Mo Connect and this position.

These statements are intended to describe the general nature and level of work being performed by people assigned to this position. This is not intended to be construed as an exhaustive list of all responsibilities and tasks that may be assigned.

Relationships

Reports to: Network Operations Manager

Directs: None

Internal: Confers with other departments as needed to address networking needs.

External: Maintains great relations with vendors, contractors, subscribers, customers, and the general public in carrying out the responsibilities of this position.

Physical Requirements

This position mainly requires sitting to complete work with a computer and telephone. Some walking and standing are also required, as well as occasional lifting and/or carrying and/or pushing/pulling of various equipment such as routers, servers, or switch gear generally less than 20 pounds. A team approach is expected for tasks with forces greater than 20 pounds. Visual acuity is essential.

Qualifications

To perform the job successfully, an individual should have the following education, competencies, and experience:

- Associate Degree in Information Technology, Telecommunications or Electronics related field with five or more years of experience in a server or network role preferred.
- Advanced knowledge in networking and server administration.
- Proven ability to multi-task and plan/organize work to meet deadlines, all with a high degree of accuracy and attention to detail.
- Strong analytical and critical thinking skills with demonstrated problem solving abilities.
- Effective communication skills and the ability to work as a team player.

Preferred technical skills/understanding include:

- Juniper routing and switching
- TCP/IP, DNS, DHCP
- LAN/WAN
- VLAN
- Routing protocols
- Fiber and copper cabling
- Firewalls
- Broadcast and multicast traffic
- IPTV technologies
- GPON fiber technologies
- Windows Server
- Linux
- VoIP including Latency and Jitter management
- QOS
- Server virtualization
- Data Backup/Restore
- SSL
- VPN

Working Conditions

Normal office conditions, some irregular hours may be required. Alternating after hours on-call schedule will be established. Occasional day time travel for training or various errands as needed to complete the responsibilities of the position.

The Network & Infrastructure Specialist is an exempt position.

Co-Mo Comm, Inc. is an Equal Opportunity Employer and employment is at-will.

Reviewed by Supervisor

Printed Name: _____

Signature: _____

Date: _____

Reviewed by Employee

Printed Name: _____

Signature: _____

Date: _____