

Position Description

Network & Systems Administrator I

Job Summary and Objectives

The Network & Systems Administrator I 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 & Systems Administrator I researches and implements 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 reliable data, voice, and video services to subscribers.
- B. Creates monitors and alerts for network equipment.
- C. Thoroughly documents the resolution to issues and creates technical articles for a NOC Playbook.
- D. Receives and evaluates requests for additional network applications and makes recommendations on required hardware and software to assist in determining whether these requests will meet the user's needs and function in coordination with our existing hardware and software.
- E. Assists Technical Support Representatives, NOC Technicians, Install Technicians, and Fiber Technicians to aid with installation and service restoration efforts.
- F. Manages 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 and security devices by upgrading firmware and software to recommended code revisions, including security patches and features.
- H. Works any escalated tickets in a timely manner.

- I. Participates in an on-call rotation, which may require responding to after-hours incidents.
- J. Promotes a positive subscriber experience through ongoing and effective employee/subscriber/contractor/vendor/partner communication.
- K. 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.
- L. Supports and keeps abreast of bylaws, guidelines, policies/procedures, and philosophies of the Cooperative to effectively serve and support members and subscribers.
- M. 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 members of Network Operations and 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:

- High school diploma or equivalent required.
- Associate Degree in Information Technology, Telecommunications or Electronics related field with three or more years of experience in a server or network role preferred.

- Intermediate knowledge in networking and server administration.
- Proven ability to prioritize tasks and projects, completing them in a timely manner, all with a high degree of accuracy and attention to detail.
- Strong analytical and critical thinking skills with demonstrated problem solving abilities.
- Effective written and oral communication skills.

ability to work as part of a team.

Preferred technical skills/understanding include:

- OSI Model and TCP/IP Layers
- DHCP
- LAN/WAN
- VLAN
- Routing protocols
- Fiber and copper cabling
- Firewalls and ACLs
- Broadcast and multicast traffic
- IPTV technologies
- GPON fiber technologies
- VoIP including Latency and Jitter management
- QOS
- Linux
- Server virtualization

Working Conditions

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

The Network & Systems Administrator I is an exempt position.

Co-Mo Electric Cooperative, 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: _____