

<b>Position Title:</b>	<b>IP Network Engineer</b>	<b>Department: NOC</b>
<b>Reports To:</b>	<b>NOC Director</b>	<b>FLSA Status: Non-Exempt</b>

**General Summary:**

The IP Network Engineer is for configuring/reconfiguring routers and switches as required, provision new orders; assisting as required in troubleshooting and resolving problems; and for maintaining all network documentation to reflect the state of the network.

**Essential Job Functions:**

- Configure/Reconfigure routers and switches to provision new orders.
- Implement engineering guidelines (QoS, performance, reliability, security, VoIP, monitoring)
- Coordinate installation, testing, and acceptance of router/switch transport equipment
- Interdepartmental IP networking expert by building strong tech relationships with colleagues and vendors
- Escalation tier for support to the NOC for customer and/or IP network transport
- Act as liaison between the NOC and other Operations
- Configure all network monitoring and notifications
- Provide training and specifications for Level I/II NOC support team.
- Maintain and provide periodic audits of Trouble Tickets and trouble ticket process.
- Perform and manage assigned special projects, tasks and other assigned duties.\*
- Produce network implementation and migration plans
- Design, assemble, test and deploy networks
- Work closely with Solutions Design Group to test, design, and plan for deployments of new products, services and feature sets.
- Develop and maintain in-depth technical and marketing knowledge of key CPE products (Including familiarity with but not limited to Mikrotik, Raisecom, Adtran and Cisco

\*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.

**Knowledge, Skills, and Abilities:**

- Experience in transport and voice-switched services or IP/router managed Internet or related technology.
- Experience in Microsoft Excel, Word, Access, Visio and WAN/LAN technology is preferred.
- Knowledge of telecommunications and service provider technology, products and services.
- Must have strong self-motivational skills as well as possess administration, coordination and prioritization abilities.
- Skill in identifying and resolving subscriber problems.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner both orally and in written formats.
- Ability to organize and prioritize multiple work assignments in a fast-paced, changing environment is also necessary.

- Advanced knowledge and demonstrated experience in IP routing protocols such as BGP and OSPF and enhanced technologies such as ERPS, MPLS and VPLS
- Extensive working knowledge of VoIP, QOS and SLA standards
- Ethernet capacity management of both Layer 2 and Layer 3 routed and switched TDM, SONET and Packet based network transport is required.

**Education and Experience:**

Associates degree or equivalent experience plus one to three years telecommunications experience. CCNA certification or equivalent experience required.

**Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to service orders and trouble reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to move about work site.	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				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 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.

*Otelco is an equal opportunity employer and does not discriminate on the basis of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability.*