



Polar Communications  
Job Description

**Job Title:** Network Technician I  
**Department:** Network Operations  
**Reports To:** Network Operations Supervisor  
**FLSA Status:** Hourly  
**Prepared By:** Human Resources  
**Approved By:** Chief Operations Officer  
**Approved Date:** 1.1.18

### **SUMMARY**

The Network Technician I is involved in a wide range of exchange operations, including the installation, maintenance, testing and troubleshooting of all network operations center equipment and infrastructure.

The employee performing in the position will be directly responsible to the Network Operations Supervisor. In his absence the employee will be responsible to the Chief Operations Officer. The employee shall cooperate and work with all other departments for the maximum benefit of the company or as directed by the Network Operations Supervisor.

The employee shall work a regular 40 hour week as scheduled by Network Operations Supervisor. This position does qualify for approved overtime. The compensation is to be determined within the confines of the wage scale established in the prevailing labor contract. The employee is required to participate in the on-call rotation schedule.

The employee shall adhere to approved published company policies and receive all benefits and privileges cited therein. Employee is expected to take call outs during off hours and weekends. Employee must live within 60 miles of the reporting site.

The employee should possess a positive attitude and have the ability to work along with other employees. As the opportunity arises, the employee should be able to meet with and deliver exceptional customer service to Polar's customers.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Researches new technology in hardware and software products to meet task requirements and makes recommendations in selection of new hardware and software when appropriate.
- Maintains a good understanding of security threats and practices to block them.
- Assist Network Operations Supervisor with maintaining NIST Framework for Cyber Security.

- Researches new software, updates the following operating systems: Solaris, Radius, Red Hat, Linux, DNS, Magic Mail Messaging Server, LDAP, Cisco Platform, IOS & MGMT, SNMPc, storage and security of items listed above.
- Is responsible for application support for other data systems.
- Is responsible for internal and external network support for Internet and other data system related operations.
- Installs and configures switches and routers in multi-protocol Internet works using LAN & WAN interfaces.
- Is familiar with Scripting, JAVA, HTML, and MRTG.
- Schedules and performs system backups.
- Maintains current documents of company's entire Internet & Voice Network, including both hardware and software (including all passwords and access rights) insuring access to Network Operations Supervisor or appropriate Department Manager in the absence of the Network Operations Supervisor; insuring that all products on the system are properly installed and meet licensing requirements.
- Assists Network Operations Supervisor or appropriate management personnel with investigation of unauthorized use of company Operations or network.
- Keeps Network Operations Supervisor informed on project status and system documentation using Microsoft Office Suite.
- Coordinates and assists Network Administrator with system upgrades and documentation; fully cooperates with other Management on system requests, when required.
- Assists Network Operations Supervisor with budget development and purchases.
- Reports any breach of security or unauthorized access to company Internet Equipment immediately in writing to Network Operations Supervisor.
- Maintains strict confidentiality of computer records, access to system and passwords.
- Develops a system by which unauthorized access to the company's networking equipment is monitored daily.
- Is responsible for the maintenance of security software of company's network systems. This includes keeping ACL's up to date on both routers and switches. Is responsible for staying abreast of current virus and vulnerability threats regarding equipment on our network and stability of our network.
- Assists in the design, development, marketing and maintenance support of local and wide area (LAN/WAN) communication systems. Network requirements to include internet, special circuits, ISDN, Fiber Network (DWDM, FTTH, etc.), teleconferencing and video conferencing.
- Performs network troubleshooting to isolate and diagnose common network problems and upgrades network hardware and software components as required.

- Is responsible for specific central dial offices, or special equipment assigned to employee's care, such as regular installations and routine maintenance and troubleshooting of all switching, carrier, and miscellaneous equipment with the company service area. Performs general housekeeping of equipment and buildings and other routines as assigned.
- Has a thorough understanding of the use of computers and various test equipment used in the field of electronics and telephony.
- Maintains operation records, logs and trouble reports as required.
- Possesses a neat appearance for meeting the public on a daily basis.
- Provides the best possible service to all customers, including answering customer inquiries in an informative and polite manner or refers questions to the appropriate supervisory personnel.
- Keeps the Network Operations Center and equipment clean and neat.
- Completes other duties as assigned by Network Operations Supervisor and Chief Operations Officer.

\*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.

#### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

#### **QUALIFICATIONS**

- Knowledge of computer operating systems:
  - Windows
  - Cisco IOS, Cisco IOS-XR
  - Cisco UCS
  - VMWare
  - NetApp
  - Linux
  - ISP network delivering voice and data.
  - Best practices for security, maintenance, backups, and all proactive aspects of network maintenance.
- Knowledge of central office facilities to include:
  - Soft switching technology

- Central office equipment to include traditional TDM and IP based equipment
- VOIP, SIP, MGCP
- DPS alarm system
- FTTH access equipment
- SONET and IP transport systems
- Knowledge of internet and network technologies, languages and platforms such as:
  - Email, SMTP, POP3, IMAP
  - HTTP, Apache
  - Networking, infrastructure, routing protocols
  - -DNS, DHCP, OSPF, BGP, Radius, MPLS, BNG
  - Network security
  - Network disaster recovery
  - Redundant network design
  - Nagios operating system
  - TCP/IP
  - Multicast
  - QoS
  - SSL
  - VPN
  - VLANs
  - - IP Tables and FirewallD
- Knowledge of computer and network hardware and software.
- Knowledge of the Company's billing and financial software.
- Skill in operating various office equipment such as personal computer, various software programs, general office equipment, and telephone systems.
- Skill in reading and interpreting technical documents and information.
- Considerable knowledge of English, spelling, arithmetic and vocabulary.

- Considerable skill in communicating expectations with requests and projects and follow through to completion.
- Advanced reasoning ability with skill in identifying problems and resolutions.
- Considerable ability to communicate well with a positive and friendly manner, both orally and in writing.
- Considerable ability to maintain efficient workflow.
- Ability to pay close attention to detail and the ability to maintain memory for an attention to details.

## **KEY RESPONSIBILITIES**

### NETWORK OPERATIONS RESPONSIBILITIES 75%

1. Assist Network Operations Supervisor with maintaining NIST Framework for Cyber Security.
2. Maintains current documents of company's Internet & Voice Network, insuring that all products on the system are properly installed and meet licensing requirements.
3. Schedules and performs system backups as needed.
4. Ability to install and configure switches and routers in multi-protocol Internet works using LAN & WAN interfaces.
5. Ability to provide support for internet, voice, and other data systems.
6. Overall understanding and ability to perform network troubleshooting to isolate and diagnose common network problems and upgrades.
7. Performs network troubleshooting to isolate and diagnose common network problems and upgrades network hardware and software components as required.
8. Understanding of the use of computers and various test equipment used in the field of electronics and telephony.

### TIME MANAGEMENT & CUSTOMER SERVICE RESPONSIBILITIES 25%

1. Engages with the coworkers and/or customers to provide technical-related insight to best fit their needs in a courteous and professional manner.
2. Demonstrates dependability through good attendance and adherence to timelines and schedules.
3. Promotes sale of products and features and educate customers on use of equipment in a professional manner as needed.
4. Demonstrates safety in the workplace at all times including while traveling to customer locations.
5. Answers customer inquiries in an informative and polite manner or refers questions to the appropriate supervisory personnel.

6. Portrays a neat appearance for meeting the public on a daily basis.
7. Maintains operation records, logs and trouble reports as required.

## **CORE VALUES**

### Technology & Innovation 25%

1. Embraces technology and understands its importance
2. Believes in and promotes innovation.
3. Seeks opportunities for professional and/or personal development.
4. Adapts well to change.

### People Driven 25%

1. Understands others point of view.
2. Works to build and maintain relationships.
3. Accepts and uses feedback to maintain and improve performance.
4. Respects self and others consistently.

### Teamwork 25%

1. Takes the initiative to help without being asked.
2. Shows support for other departments and helps when needed.
3. Utilizes effective communication skills that includes listening and communicating in both written and verbal format.
4. Takes responsibility for actions consistently.

### Commitment 25%

1. Takes pride and ownership in the company.
2. Positively represents the company's image in order to better the community.
3. Continues to create a positive customer experience in a direct or indirect role.

## **EDUCATION and/or EXPERIENCE**

A degree in Computer Science, Information Systems, Computer Networking, or related field is preferred.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

A valid driver's license, in good standing, is required.

The Network Technician I classification is dependent upon the Net Science courses via CellStream Inc.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions upon request.