



Glenwood Telephone Membership Corporation
Senior Network Engineer
POSITION DESCRIPTION

This position supports the company's mission statement by providing quality network support. Phone support and technical expertise is essential in providing the highest quality services in these areas.

Position Title: Senior Network Engineer

Division: Blue Hill, NE

Department: Information Technology

Status: Full-time/Exempt

Supervisor Title: Network Manager
(assigns work, gives direction and answers questions)

Evaluators: Network Manager
(Evaluates work of employee)

In-put: General Manager
Director of Operations

Direct Reports: N/A

By: Jake Hull

Director of Operations
Glenwood Telephone Membership Corporation

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ESSENTIAL RESPONSIBILITIES/JOB TASKS

1. 30% Engineer and implement network designs and changes for the purpose of ensure best network operations possible. Tasks may include knowledge of network protocols including; SONET, ATM, TCP-IP, CLEC, SIP, VoIP, hosted PBX, IEEE 802-11 and other transport technologies. Cabling knowledge including; fiber optic, ANSI EIA&TIA standards, understand low-voltage blueprints, BISCO cabling standards. Hardware knowledge including; data center operations, build and maintain enterprise servers and virtual systems. Will document network changes and coordinate with upgrade and repair vendors. Monitored by the Network Manager through consultations, reports, and observations.
2. 30% Engineer, report, recommend and maintain operations of internal data network for the purpose of ensuring a reliable service is given to all customers in order to meet their needs. Tasks may include supporting layer two and three network equipment (i.e. routers, switches, servers), managing IP addressing with static and DHCP functionality, content filters, fire walls, varies transport equipment, coordinating with Central Office for external WAN links, monitoring and documenting network configurations. Monitored by the Network Manager through consultations, reports, and observations.
3. 20% Monitors network equipment for the company ensuring technology is up and running for the conducting of daily business. Tasks may include troubleshooting complex network issues and installing new hardware/software. Monitored by the Network Manager and through feedback from internal customers.
4. 15% Trains and coaches employees for the purpose of assisting Glenwood with evolving into the IP operations. Tasks include mentoring, teaching, inspecting for quality control, consulting, documenting training progress and providing constructive feedback to supervisors. Monitored by the Network Manager through consultations, reports, and observations.
5. 5% Handles level 3 Internet calls for the purpose of responding to customer questions and problems and handling them in a timely and professional manner. Tasks may include assisting customers in figuring out Internet troubles, diagnosing problems, recommending solutions. Monitored by the Network Manager and through feedback from customers.

Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.

**Required to report to work on time and when scheduled.*

RESPONSIBILITIES:

This position requires the ability to participate as a team leader to complete tasks and engage in problem solving activities. Also, must relate well with others since information has to be obtained on occasion from others and informal training/coaching provided. There is internal and

external contact at all levels of organizations requiring negotiation, persuasion, and diplomacy with customers and vendors.

LATITUDE:

Most duties are assigned to the employee for planning and arranging tasks in order to accomplish responsibilities. Problem solving is accomplished independently most of the time. Some decisions not effecting other departments can be made independently in accordance with company policy. All purchase requests are referred to the supervisor.

IMPACT OF POSITION:

Successful completion of essential job tasks ensures efficient use of time and effective completion of job duties. Errors are easily detected and are subject to detailed review. Errors can adversely effect relationships and network integrity which would result in loss of corporate and customer data and have great monetary impact.

CUSTOMER SERVICE/INTERACTION:

Daily phone, written, and face-to-face interaction with employees throughout the company to perform job functions.

Customers and vendors are contacted by phone, written, and face-to-face written means daily to perform job functions.

ESSENTIAL SKILLS & REQUIREMENTS:

EDUCATION:

Bachelor's degree in MIS, IT, or computer science, preferred.

Associate's degree in CIS, IT, or computer science or equivalent experience, required.

SKILLS:

Administrative

Technical

Human relations

Conceptual

Decision making

Problem solving

Written communication

Oral communication

Phone

Math

Computer

EXPERIENCE:

Ten years of IT experience, required

Five years of experience using Cisco IOS, required

Five years in networking design and troubleshooting, required.

Five years in router/switch/hub configuration and troubleshooting, required
Three years of experience using VMware or other virtualization software, required

LICENSE:

Valid Nebraska driver's license and a good driving record, required.

EQUIPMENT:

Computer, phone, and general office equipment

PHYSICAL:

Frequent bending, carrying, manual dexterity, squatting, twisting, and turning, and lifting up to 40 pounds independently, required.

Frequent visualizing of a computer screen, required.

TRAINING:

Safety training within the company successfully completed within six months, required.

Calix CMS training successfully completed within one year, required

Cisco Certified Network Associate (CCNA), required.

Certified Information Systems Security Professional (CISSP), required.

VMware Certified Advanced Professional (VCAP6-DCV or CMA or NV or DTM), required

Certified Wireless Network Associate (CWNA), desired.

Ongoing training as required by the company.

WORK CONDITIONS:

Office environment.

OTHER:

Occasional overnight travel, required

Occasional travel by vehicle, required.

Occasional air travel, required.

Occasional overtime, required.

Frequent on-call rotation, required.

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE: