



Glenwood Telephone Membership Corporation
Telecommunications Specialist
POSITION DESCRIPTION

This position supports the company's mission statement by providing quality service to our customers (internal and external) while supporting their IT related needs. Customer service skills and technical expertise are essential in providing the highest quality service in these areas.

Position Title: Telecommunications Specialist

Division: Blue Hill, NE

Department: Information Technology

Status: Full-time/Exempt

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

Evaluators: Network Supervisor
(Evaluates work of employee)

In-put: General Manager
Director of Operations
Other Technicians
Customers

Direct Reports: N/A

By: Tyler Haskins

Network Supervisor
Glenwood Telephone Membership Corporation

Effective Date: 06/01/23 Review Date: _____

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ESSENTIAL RESPONSIBILITIES/JOB TASKS

1. 30% Implement network designs and changes for the purpose of ensuring 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, BISCII 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 Supervisor through consultation, reports and observations.
2. 25% 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 Supervisor and through feedback from internal customers.
3. 25% Maintain operations of internal data network for the purpose of ensuring a reliable service is given to all customers 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 Supervisor through consultations, reports, and observations.
4. 15% Handles level 2 and 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 Supervisor and through feedback from customers.
5. 5% Tests and “turns” up new equipment for the purpose of ensuring technology is cutting edge for customer service delivery and satisfaction. Tasks may include testing all aspects of install and cutover to new equipment, testing of existing equipment to determine if working properly and to prevent future problems. Monitored by the Network Supervisor through feedback from customers and routine reports.

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 member of a team 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 with the performer 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 within the department to perform job functions while phone and face-to-face interaction contacts weekly are usual with employees in other departments.

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

ESSENTIAL SKILLS & REQUIREMENTS:**EDUCATION:**

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

SKILLS:

Administrative
Technical
Human relations
Conceptual
Decision Making
Problem Solving
Written Communication
Oral Communication
Phone
Math
Computer

EXPERIENCE:

Three years of IT experience, required.
One year in telecommunications, required.
Three years in electronics, desired.
One to Three years in networking design and troubleshooting, desired.

LICENSE:

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

EQUIPMENT:

Computer, phone, and general office equipment, and test equipment required.

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
Ongoing training as required by the company.

WORK CONDITIONS:

Office environment.

OTHER:

Occasional overnight travel, required
Frequent travel by vehicle, required.
Occasional air travel, required.
Frequent overtime, required.
Frequent on-call rotation, required.

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE: