JOB DESCRIPTION – DATA NETWORK OPERATIONS TECHNICIAN

Department: Technologies – Information Systems
Reports To: Data Network Supervisor  FLSA Status: Non-Exempt

Job Summary: This position is responsible for installation, troubleshooting, repair, programming and realigning various types of electronic transmission equipment. This position may be required to perform a variety of other duties as assigned in addition to those listed below.

Essential Job Duties and Responsibilities:
- Installation and maintenance of Internet equipment, including routers/switches/servers/network cabling.
- Administration of core IP network including MPLS, BGP and other routing protocols.
- Operation of IPTV core network components, middleware, STB.
- Installation and maintenance of DSL equipment.
- Responsible for troubleshooting and programming for customers.
- Responsible for technical troubleshooting and programming.
- Responsible for troubleshooting and programming for subscriber carriers.
- Tier 2 support for field network technicians.
- Work with supervisor on special projects as the need arises.
- Consistently comply with CPNI (Customer Proprietary Network Information) rules.

Additional Job Duties and Responsibilities:
- Perform other duties and responsibilities as required to fulfill job function or as assigned.
- Promote 3 Rivers’ products and services.

Knowledge, Skills, and Abilities:
- Knowledge of:
  - Company policies, procedures, products and services.
  - General office practices and procedures.
  - Knowledge of AC/DC electronics theory.
  - TCP/IP routing and subnetting
  - Computer security principles
  - Internet application protocols (ssh, pop/imap/smtp, http, dns, radius)
  - Basic knowledge of ATM networking desirable
  - Advanced IP topics (MPLS, QOS, VOIP)
- Skills:
  - Proficient in the use of various types of test equipment.
  - Have valid drivers’ license with acceptable driving record.
  - Proficient in reading technical documents.
  - Proficient in the use of computers and various software.
  - Command line operation of Cisco network elements.
  - Proficiency in use of Linux platforms desirable.
General Company Requirements:
- Work independently and be a team player within the department and the organization.
- Exhibit exceptional organizational skills and be a problem solver.
- Communicate effectively, both in writing and in speaking, with customers, co-workers, and various business contacts in a courteous and professional manner.
- Work completely and accurately under time constraints and deadlines.
- Work in a fast pace environment and prioritize multiple work assignments.
- Provide excellent customer service.
- Help promote a safe working environment by following safety procedures.
- Travel (some times on short notice) is required.

Education and Experience:
Any combination equivalent to the following education and experience that would provide the required knowledge, skills and abilities would qualify. A typical way to obtain the knowledge, skills and abilities would be:
- Networking certification such as CCNA.
- Four years experience as an IP routing/network administrator

Physical and Other Requirements:
This position may require 8 to 10 hour days, flexible hours and some weekends. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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<thead>
<tr>
<th>Physical Requirements</th>
<th>0-24%</th>
<th>25-49%</th>
<th>50-74%</th>
<th>75-100%</th>
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<tbody>
<tr>
<td>Seeing: Must be able to read reports and use computer. Must be able to read and interpret test equipment.</td>
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<td>Hearing: Must be able to hear well enough to communicate with employees and business contacts.</td>
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<td>Standing/Walking:</td>
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<td>Climbing/Stooping/Kneeling:</td>
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<td>Lifting/Pushing/Pulling:</td>
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<td>Fingering/Grasping/Feeling:</td>
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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.
Frequent exposure to outside elements, noise, and vibration.

Additional Information:
This job description is not intended to be all-inclusive, and employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required. 3 Rivers reserves the right to revise or change job duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

3 Rivers is proudly an Equal Opportunity – Affirmative Action Employer.

Employee Acknowledgement

date

Effective Date: January 18, 2011