

Network Technician

Summary

As a Network Technician 1, you are primarily responsible for completing daily factory orders and maintenance troubles.

Duties/Responsibilities

- Complete preventative maintenance sweeps of POP/HUB sites.
- Follow all necessary established procedures for optimizing nodes and sweeping actives.
- Troubleshoot, repair, and escalate plant performance deficiencies and/or out-of-compliance test results to appropriate person(s).
- Read and interpret node prints in order to obtain necessary information for completing preventative maintenance sweeps.
- Maintain regular communication throughout shift with field team, appropriate Supervisors and Managers, and with other Sweep/Optimization Technicians.
- Provide technical support to other departments as required, including drop repair, plant construction, and head end / hub maintenance.
- Follow required procedures for establishing and maintaining a safe work zone.
- Participate in on-call rotation schedule.
- Perform other duties as required and assigned.
- Work with NOC to troubleshoot DWDM, SONET, Metro Ethernet MPLS platform, ISP, and optical fiber network as well as environmental equipment (AC/DC/HVAC/Fire protection, etc.);
- Process trouble tickets and follow through with dispatches to remote sites in the greater Metropolitan area;
- Work with Fiber Optic, Sonet, Ethernet and PDH related test equipment to include OTDR, PMD, Optical Spectrum Analyzer, BER Test Sets, and Sniffers.
- Perform preventive maintenance tasks.
- Perform network provisioning and acceptance on equipment;
- Perform service provisioning.
- Tier I troubleshooting.
- Ensuring Operations processes and procedures are followed and continually improving such processes;
- Assist NOC technicians in trouble isolation, and interface with customers and other carriers.

Network Technician

Skills/Requirements

- Ability to use OTDR, volt ohmmeter, Spectrum Analyzer, Sunset OCX, MTT JDSU 2802,2310, T-Berd 310.
- Ability to work with and operate various hand tools and machinery as needed.
- Ability to read and interpret diagrams, schematics, design maps, and various symbols.
- Ability to complete necessary paperwork and reports and submit to appropriate person(s) in a timely manner.
- Successful completion of any Soft Skills/RCN Technical training courses required of Lead Network Technician.
- Maintain the standard level of productivity/professionalism expected of a Lead Network Technician.
- Maintain punctual and reliable work habits and job attendance.
- Ability to work a shift that meets operational and customer needs.
- Ability to remain calm and courteous during high-pressure situations.
- Ability to work individually and in teams in a stressful and demanding work environment.
- Is neat with self, work and all company issued items (i.e. uniforms, tools, and equipment).
- Ability to work outdoors during adverse conditions (all weather conditions at all times of the day).
- Ability to distinguish colors.
- Ability to lift 75 lbs. and to handle a ladder on a continual basis throughout the day.
- Employee must maintain a weight that is in compliance with manufacturer specifications for use of ladders, bucket trucks, and similar devices.
- Maintain a good driving record, safe driving habits, a valid Driver's License.
- Solid understanding of and adherence to safety procedures and Personal Protection Equipment (PPE) requirements.

Education and Experience

- 3-5 years experience in the telecommunications field.
- Candidate should have strong knowledge of SONET and Ethernet networks.
- Construction knowledge and skills including splicing and use of various tools and equipment.
- Strong Organizational, Communication, and Technical skills a plus.
- Valid driver's license.