

EPB has an immediate opening for a **Network Operations Engineer – All shifts required** in the Network Operations Department.

The primary responsibilities of a Network Operations Engineer in the Network Operations Department are to monitor and maintain all network systems and services including but limited to, Internet, Email, Hosted WiFi, Telephone, and Video. The Network Operations Engineer will constantly strive to improve EPB's operations by identifying ways to improve systems and processes used to monitor and provision network elements and serve customers.

The Individual Must:

- Monitor all aspects of the legacy and GPON networks from the Headend to the customer's premise.
- Respond appropriately to alarms and failures within the network and other systems.
- Interact with maintenance crews and vendors during periods of planned maintenance.
- Provision equipment for Internet, Email, Hosted WiFi, Telephone, and Video services.
- Identify, diagnose and repair complex problems with systems providing Internet, Email, Hosted WiFi, and Video services.
- Identify, diagnose and repair complex problems with Telecom services, including POTS, DS1, DS3, PRI, VoIP Phones, IADs, and SIP Trunks.
- Provision highly customized VoIP phone systems for HPBX customers, as well as interact with HPBX customers for adds, moves and changes during and after the installation.
- Interact with Field service personnel, customers, vendors, carriers, and EPB Engineers to diagnose, escalate, and resolve issues with HPBX phone systems.
- Tier 3 Support for Residential Technical Support staff with issues that cannot be resolved by that group.
- Tier 1 Support to resolve business customers calling in for technical support.
- Tier 3 Support for Field Service crews working in the field to install and maintain service to customers.
- Communicate with other departments and customers regarding disposition and status of trouble.

- Identify and communicate noticeable problem trends and troubleshoot to find solutions.
- Maintenance of WIKI and technical documentation (for NetOps) of processes and procedures used throughout normal operations.
- Must be able to work ALL shifts and overtime as needed to sustain a 24/7 operation.
- Provides project management of technical staff in the implementation, installation, configuration, and technical support of network architecture; coordinates projects with other departments and external organizations.

Education and/ or Experience

- Bachelor's Degree or equivalent work experience in related technical field is preferred.
- Must have a strong background in electronics and communications equipment.
- Must have strong computer skills including experience with hardware and with software including Windows, Internet Explorer, and Microsoft Office products.

- Must have the capability to learn and become proficient in other business software systems utilized at EPB.
- Diligence and attention to detail are also key skills along with an ability to multi-task and prioritize work appropriately.
- Excellent analytical, troubleshooting and problems solving skills required.
- Excellent interpersonal, written, verbal, presentation and time management skills are required.

ENVIRONMENTAL FACTORS

Ability to work day and night including weekends. Must be able to sit, stand, walk, talk, and communicate effectively for long hours in a call center type of environment. Includes a lot of written and verbal communication via computer and telephone. Also, must follow established safety practices and procedures.

Please apply online at: https://epb.vikus.net/app/?p=ybwoBnkWQVvfuymdncR8C_hfF5w1