

## Northcentral Mississippi Electric Power Association

### Job Description

### IT Network Engineer

#### I. Introduction:

The purpose of this position is to provide technical support to all departments. The primary responsibility will be to design, install and maintain new and existing LAN, WAN, GPON, Cellular, Fixed Wireless, VPN, and point to point fiber. The position will assist the help desk with troubleshooting and repairing network related problems

#### II. Supervisor: Information Technology Manager

#### III. Knowledge/Education Requirements:

- A. A 2-year or higher technical degree in computer technology or related field
- B. (6) or more years' experience designing, installing, maintaining and troubleshooting local and wide area networks
- C. Cisco CCNP, Cisco CCIE or equivalent
- D. Experience working in a Cisco IOS command line environment
- E. Experience with Layer2 and Layer3 Switching, VLAN tagging and BGP Routing
- F. Experience with Enterprise Level firewalls
- G. Experience with Domain Name Registration, Hosted DNS and IPv4 Public IP Address configuration
- H. Experience with Optical Transport Networks and CWDM/DWDM, a plus
- I. Experience with Microsoft DNS and DHCP
- J. IP Address Management
- K. Experience with working on Microsoft Windows Server 2008 R2 and higher
- L. Desire to take advantage of training and learning opportunities
- M. Ability to function effectively in a fast-paced environment
- N. Strong organizational skills; ability to prioritize and manage multiple tasks simultaneously.
- O. Independent, self-starting attitude with the ability to complete assignments with minimal supervision.
- P. Good written and verbal communication skills. Comfortable communicating in person and via phone, IM, email, text, and radio with peers, managers, and vendors.
- Q. Must be able to maintain confidentiality of all Cooperative information
- R. Excellent troubleshooting skills and ability to escalate situations requiring urgent attention
- S. Responsible, dependable, and committed team player who is goal driven.
- T. Must have solid organizational skills and keen attention to detail

#### IV. Duties & Responsibilities:

- A. Essential Functions:
  - 1. Use Quest KACE 1000 ticketing system to track network changes for security compliance
  - 2. Responsible for all functions related to management of telecom services which include fiber internet circuits, cellular services and devices that use them like Cradlepoint Routers and iPads, analog pots lines, etc.
  - 3. Installation, configuration and maintenance of GPON fiber networking equipment and management software
  - 4. Maintain and configure routers, Sophos firewall, Aruba Wireless AP, FS.com, SEL and Dell switch firmware updates and patches as required
  - 5. Provide support for help desk issues that require a higher level of expertise.
  - 6. Firewall rule configuration, changes and logging
  - 7. Creation and maintaining network documentation and ensuring that IT Security Policies are enforced
  - 8. Uses appropriate judgement in determining the involvement of Information Systems Personnel.
  - 9. Provide monitoring and reporting using Fastvue Webspy, Sophos Reporter and Lanstate Pro to meet security compliance
  - 10. Responsible for creating and updating existing documentation for hardware and software installs/upgrades/configuration for reference and disaster recovery.
  - 11. Performs network, peripheral, hardware and software troubleshooting in accordance with established operating procedures. Provides analysis, resolution, and documentation of issues.
  - 12. Provides training for users when necessary.
  - 13. Assists Customer Service Representatives in troubleshooting and repairing network connectivity issues related to Broadband.
  - 14. Attend continuing education as needed to perform position more effectively.
  - 15. Works on special projects as assigned.

#### V. Physical requirements:

Must be able to lift 50 lbs. maximum with frequent lifting and/or carrying of objects weighing up to 20 lbs. Must be able to stoop, kneel, crouch and crawl. Work requires the ability to reach, handle and feel with fingers. Must be able to speak and hear. Must be able to obtain impressions through the eyes of the shape, size, distance, motion, and color or other characteristics of objects. Must possess acuity, far

and near, depth perception, field of vision, accommodation, and color vision. Must be able to speak clearly and communicate effectively to interact with company employees and members.