

Network Technician

Greenfield Community Energy & Technology (GCET) is a city owned Municipal Light Plant. We provide critical telecommunications services to residents and businesses fostering community and economic development growth in the city of Greenfield, Massachusetts.

Position Summary

The Network Technician reports directly to the Chief Technology Officer. The successful candidate for this position must have a willingness to proactively learn about new systems and processes, a desire to grow skills in active ethernet topologies and enjoys working in a high trust environment. The ability to work independently and conduct business on behalf of the company in a professional manner is essential.

Responsibilities

- Configure, maintain and troubleshoot switches, routers, firewalls, wireless access points (WAPs), gateways and other networking equipment (Ruckus, Juniper, MikroTik)
- Maintain documentation, inventory and detailed records of logical and physical network assets and topologies
- Support outside plant (OSP) team as primary technical contact for activation, troubleshooting of network components and devices.
- Support installation team as primary technical contact for activation and troubleshooting of Customer Premise Equipment
- Provide tier 2 support and troubleshooting for customer related network connectivity issues
- Provision and fulfill network service orders and change requests as needed
- Handle calls and escalations after hours and weekend as part of an on-call rotation
- Provision and fulfill network service orders and change requests as needed
- Actively perform standard operating procedures (SOPs) based on network, servers and other service based alerts.
- Diagnose and resolves Fixed Wireless Access (FWA) & Fiber to The Node (FTTN) outages
- Oversee provisioning, installation and replacement of telecommunication network equipment
- Other duties as assigned

Other Responsibilities

- Apply established decision making process when making decisions that affect customers

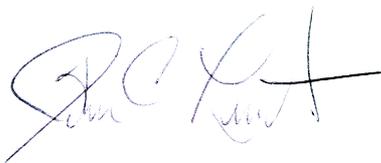
- Respect timelines in a multi-tasking environment
- Work independently with little direction
- Help customer service on as needed basis
- Work successfully in a team structure and maintains a collaborative culture

Qualifications

- Willingness and ability to learn
- Ability to create accurate network diagrams and documentation for designing/planning systems
- Strong written and verbal communication skills
- Strong problem solving skills

Preferred Qualifications

- Proficiency with Linux (RHEL/CentOS7, Ubuntu)
- Experience with Juniper (MX/ACX/QFX/EX) and/or MikroTik (CCR/CRS) devices
- Experience working with network automation solutions (Ansible, Salt, etc.)
- Familiarity with one or more of the following scripting languages: bash, Python
- Basic Understanding of wireless networking protocols: 802.11ac, 802.11ax
- Basic Understanding of routing and switching protocols: NAT, BGP, OSPF, VLAN, LAG, MPLS and VPLS

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