

COMMUNICATIONS NETWORK SPECIALIST I

PURPOSE AND NATURE OF WORK

Position is responsible for designing, implementing, troubleshooting, and maintaining fiber networks and services. The Network Specialist I differs from the Network Specialist II in that the latter is responsible for providing escalation support for Backbone network elements as well as the headend, central office, and remote central office facilities. Incumbents work under the general direction of the Communications Network Services Supervisor and have no supervisory responsibilities.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

- Responsible for supporting LUS Fiber's access, metro and core networks
- Responsible for working with internal groups and external partners in the acceptance testing, and production implementation for metro ethernet circuits
- Coordinate with vendors to support LUS Fiber during critical network outages
- Train with other staff to build expertise amongst the LUS Fiber Support team
- Prepare written reports and other technical documentation necessary to communicate ideas, opportunities for improvement, etc
- Contribute to the definition of operational and support requirements for new network related technologies and products
- Provide routing escalation support for all metro ethernet services
- Responsible for troubleshooting basic and advanced evolving residential WiFi services, including a mesh wireless design for distribution of Internet services throughout the home
- Responsible for supporting smart home applications as they relate to LUS Fiber's internet service
- Responsible for troubleshooting small business voice, data, and video services. These include static block configuration through any vendor device, WiFi distribution for business internal and customer user, hosted phone configuration support, and video wiring design and equipment placement
- Performs related work as required

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of and ability to apply the following appropriate to the level of work in a communications system providing telephone, television and data communications to homes, government, and businesses:

- Home and small office networks and the various components included
- Internet and associated protocols
- WiFi delivery and best practice optimizations of wireless signal
- IPTV middleware and troubleshooting video home delivery related issues
- POTs, analog phone, and SIP delivery and deployment to the premise
- Ability to form and maintain effective working relationships with other LUS Fiber personnel, customers, elected officials, and general public
- Ability to communicate clearly, verbally and in writing

DESIRABLE QUALIFICATIONS

Bachelor of Science or Applied Science in Computer Science, Electrical Engineering, Telecommunications Engineering, or closely related field.