

4/26/2019



Job Title: Network Technician
Department: Technical Operations
Reports to: Regional Construction Manager

Summary: Responsible for supporting the daily operations of Atlantic Broadband's High speed data and voice commercial services. Will also support Tier II call center and commercial escalations.

- Support growing commercial services sector for 2019.
- Position will be part of an on call rotation.
- Install and support hosted PBX , data, and video commercial customers
- Respond to voice, video, and data commercial trouble calls
- Assist in Commercial Fiber Deployments
- Assist Network Engineers during optical and network upgrades

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Implement and support business services team with hosted phone installations-customer interface from point of sale, survey, pre-installation and installation
- Install hosted phone services, commercial data and video including drop, modem, hosted voice interface device, and video set top box
- Participate with team to design and test hosted phone changes and additions to ensure very minimal disruption to the production system
- Troubleshoot and analyze voice, video, and data issues as well as working scheduled maintenance and basic troubleshooting
- Coordinate with network equipment vendors to ensure that all hardware and software currently implemented is up-to date and bug free
- As part of a team, design, scale, analyze and install voice, video, and data customers, assist with commercial fiber deployment and assist engineers during optical network commercial upgrades.
- Technical knowledge preferable associated with phone systems, networking, PC software, and back office connectivity

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Supervisory Responsibilities

Oversee onsite contractors when required

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Associate Degree (A.A.) or equivalent from two years college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or government regulations. The ability to write reports, business correspondence and procedure manuals. The ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret a variety of extensive of technical in mathematical or diagram form and deal with several abstract and concrete variables.

Technical Skills

- Strong knowledge of Windows operating systems
- Layer 2/3 technology
- Familiar with VLAN and multicast
- Back office enterprise network technologies preferable
- PBX phone system and SIP phone experience desirable
- Ability to perform clean cabling and professional installations a must

Other Skills and Abilities

- Ability to adhere to Local, Federal regulations and company policies.
- Ability to carry, climb and operate extension ladder, (approx. 28 ft. high and 75 pounds).
- Ability to differentiate between different sizes and colors of wires.
- Ability to drive Company vehicle in a safe and responsible manner.

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- Ability to work in tight spaces be bending, reaching and/or twisting.
- Ability to operate appropriate test equipment associated with position.

Physical Demands

While performing the duties of this job, the employee is regularly required to stand; walk; use hand to finger, handle or feel and reach with hands and arms. The employee is frequently required to climb or balance and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit and talk or hear. The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.