

2/14/2019



**Job Title:** Network Technician  
**Department:** IT  
**Reports to:** Director Network Engineering

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

- Support growing commercial services sector.
- Position will be part of an on call rotation.
- Support Commercial phone trunk replacement product (SIP Trunking).
- Install and support hosted PBX customers
- Assist in Commercial Fiber Deployments
- Assist Network Engineers during optical, network and video upgrades.
- Support internal Atlantic Broadband IT and telephony office support

**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 and installation
- Participate with team to design and test hosted phone changes and additions to ensure very minimal disruption to the production system
- Troubleshoot and analyze hosted phone upgrades as well as during 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
- Support CT office IT/phone needs in coordination with centralized help desk and IT team.
- As part of a team, design, scale, analyze and install SIP trunking, hosted PBX customers, assist with commercial fiber deployment and assist engineers during optical, network and video commercial upgrades.
- Technical knowledge preferable associated with phone systems, PC software, and back office connectivity

### **Supervisory Responsibilities**

This position has no supervisory responsibilities.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of

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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
- Back office enterprise network technologies preferable
- PBX phone system and SIP phone experience desirable
- Ability to perform clean cabling and professional installations a must