

TALLAHATCHIE VALLEY ELECTRIC POWER ASSOCIATION JOB DESCRIPTION

Title:	Broadband Network Technician	Reviewed:	April 2024
Number:		Exempt Status:	Non-Exempt
EEO-1		Reports To:	Manager of Network Operations
EEO-1 Class		Supervises:	None

ABOUT US:

Tallahatchie Valley Electric Power Association is celebrating 85 years of providing electric service to almost 28,000 homes, farms, businesses, and industries in nine north Mississippi counties. TVEPA brought electricity to rural Mississippi 85 years ago and is now making history in becoming the first electric cooperative in the state to form a subsidiary (TVI-fiber), to provide high speed internet services by offering fiber to the home at gigabit speeds. TVI-fiber has been established to provide fiber to every member that desires services, including residential and business users.

JOB SUMMARY:

The Network Technician will troubleshoot and maintain TVI Fiber's carrier grade network.

DUTIES AND RESPONSIBILITIES

- Maintains network systems, installs new hardware, and modifies existing hardware related to network software and applications.
- Installs/maintains CPE, including ONTs, routers and other equipment.
- Communicates with end users to understand and troubleshoot problems.
- Conducts periodic diagnostics and testing to ensure optimal network function and minimal downtime.
- Collaborates with the network engineer to review and analyze hardware and software needs; recommends changes.
- Provides solutions to first and second tier network issues.
- Responsible for providing technical support for LAN/WAN or for a section of a larger network.
- Complete understanding of the general and detailed aspects of Network Operations and their practical applications to problems and situations ordinarily encountered.
- Identifies and communicates potential issues to the Director of Telecom or Network Engineer and assists in developing solutions.
- Notifies the Director of Telecom or Network Engineer in a timely manner to assist with locating and correcting the cause of detected application/hardware error or failure.
- Performs other duties as assigned.

REQUIRED SKILLS/ABILITIES:

- Excellent interpersonal and customer service skills.
- Basic understanding of existing network programs and capabilities.
- Working knowledge of the OSI model.
- Excellent workstation and network troubleshooting skills.
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Proficient with Microsoft Office Suite or related software.

PHYSICAL REQUIREMENTS:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.
- May be required to work on-call or long hours in the event of network wide issues or outages.

EDUCATION AND EXPERIENCE:

- An associate degree in Computer Science or related field is preferred.
- 3+ years of experience in network maintenance and user technical support is preferred.
- A+, Network+, and/or similar certifications highly preferred.

Functions performed by all TVEPA Employees: Keeps informed and complies with all TVEPA policies, procedures, and rules. Participates in Job Safety and Training. Complies with all TVEPA safety rules and regulations. Exercises reasonable care in the use and security of all TVEPA assets. Makes every effort to serve all members courteously and efficiently, to respond to their inquiries, satisfy their complaints and if unable to do so, refer them to the proper people. Always makes every effort to do all possible to develop member's support. Keeps supervisor informed of all activities and advising of unusual situations or problems that arise. Cooperates with all employees in maintaining good working relationships and high morale, exchanges ideas, information, and job experiences.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all duties and responsibilities of personnel so classified.

After an offer of employment has been made the Association requires a physical which will include both alcohol and drug testing.