

**TALLAHATCHIE VALLEY ELECTRIC POWER ASSOCIATION
JOB DESCRIPTION**

Title:	Network Technician II	Reviewed:	July 2024
Number:	18E NRECA: 57-2511	Exempt Status:	Non-Exempt
EEO-1		Reports To:	Network Engineer
EEO-1 Class		Supervises:	None

ABOUT US:

Tallahatchie Valley Electric Power Association is celebrating more than 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 (TVIfiber), to provide high speed internet services by offering fiber to the home at gigabit speeds. TVIfiber has been established to provide fiber to every member that desires services, including residential and business users.

JOB SUMMARY:

The Network Technician II will troubleshoot and maintain TVEPA'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.
- Communicates effectively with vendors and carriers to resolve equipment issues, network issues, and or carrier transport issues.
- Actively participate in a team environment that will foster forward thinking, innovation, and creativity to meet the needs of the company now and in the future.
- Strong interpersonal skills for handling sensitive and confidential situations.
- Resourceful, with a proactive approach to problem-solving; must independently seek answers and persistently work towards achieving goals.
- Proven analytical skills with attention to detail; ability to work in a fast-paced, rapidly changing technology environment while juggling multiple competing tasks and demands.
- 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 Manager of Network Operations and assists in developing solutions.
- Notifies the Director of Telecom or Manager of Network Operations 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:

- 3 to 5+ years of experience working with Adtran TA5000 access systems.
- 3 to 5+ years of experience working with Calix Residential Gateway systems.
- 3 to 5+ years of experience working in a network operations center environment serving as an Internet Service Provider.
- Experience with Arista 7280 Ethernet switches preferred but not required.
- Excellent interpersonal and customer service skills.
- Intermediate/Professional understanding of existing network programs and capabilities.
- Working knowledge of the OSI model.
- Working knowledge of the TCP/IP stack.
- Intermediate understanding of BGP, MPLS, EVPN, and other routing protocols preferred.
- Basic knowledge of electricity and the copper and fiber color code.
- Proficiency with line and facility test equipment, and copper and fiber locating equipment.
- Excellent workstation and network troubleshooting skills.
- Outstanding 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.
- CCNA, JNCA, or other network associate certifications 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.