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**JOB DESCRIPTION**

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| **TITLE:** | Packet Network Technician | **DEPARTMENT:** | Packet Networking |
| **REPORTS TO:** | Manager-Packet Networking | **LOCATION:** | Merchants Building |
| **STATUS:** | Non-Exempt | **EEO CLASS:** | Craft |

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

* Provide extensive phone and email support for customer network and equipment support.
* Act as a gateway for support issues coming into the department from other internal groups.
* Perform a variety of daily duties such as IP fulfillment & management, trouble ticket handling, and alarm clearing.
* Troubleshoot customer network and hardware issues.
* Provide detailed and clear communications to management, internal groups, and customers.
* Work to completion a variety of projects involving new equipment, services, or technologies.
* On-call duties

# EDUCATION, TRAINING AND EXPERIENCE:

# Required

* High School diploma or equivalent
* Associates college degree in technical discipline or equivalent industry experience
* Minimum 3 years experience in a related technical position
* Extensive knowledge of TCP/IP, Ethernet, and data networking equipment

**Preferred**

* Cisco CCNA or CCNP
* Knowledge of the telecommunications industry with an understanding of current trends
* Experience in an Internet network environment

**REQUIRED SKILLS:**

* Service-oriented individual with ability to respond to frequent and varying requests for technical support
* Excellent interpersonal skills
* Excellent written and oral communication skills
* Ability to set priorities and produce expected results with little direct supervision
* Ability to perform a variety of tasks, often changing assignments on short notice

**TOOLS, EQUIPMENT AND SOFTWARE:**

**Required**

* Must be able to proficiently operate Windows PC with Microsoft Office, Outlook and other associated applications
* Valid driver’s license

**Preferred**

* Experience with Cisco routers and Ethernet switches

**WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:**

* Primarily indoor work in an office environment
* Frequent utilization of manual dexterity and visualizing of a computer screen
* Occasional bending, carrying, squatting, twisting and lifting up to 40 pounds independently
* Some day and overnight travel possible
* Occasional weekend and/or night hours