Network Operations Technician

**Job Title:** Network Operations Technician

**Job Location:** Cape Girardeau, MO  
**Report to:** Network Operations Manager  
**Status:** Full-Time

**Overview for the Position:** The successful candidate will have one to three years’ related experience or equivalent progression in a degree focusing on encompassing: knowledge of Ethernet, 100BaseT, Gigabit Ethernet, IP network design, and Telephony. This includes a strong working knowledge of LAN, WAN, and circuit diagnostic equipment; understanding of all OSI layers from application to physical; VOIP protocols such as SIP and MGCP, and experience with network monitoring.

**Specific Responsibilities:**

* Configuration, implementation, support and operation of Cisco routers and switches.
* Strong understanding of:
  + VLANs and VLAN trunking
  + TCP/IP: strong knowledge of OSPF,RIP, and BGP
  + IP Subnetting
  + IP Telephony basics
  + Linux servers and Command Line
  + Proficient in the use of packet analyzer tools (example: Wireshark)
  + Various other network elements including Adtran CPE
* Ability to Integrate monitoring tools into the operational environment.
* Handle trouble calls from technicians.
* Good oral, written communications skills. Must be able to explain difficult abstract concepts verbally and in writing.
* Good interpersonal and organizational skills.
* Must be available to accommodate rotating on-call duty with text/SMS device
* Less than 15% travel

**Qualifications:**

* Good interpersonal and organizational skills.
* Process oriented
* College degree preferred or equivalent

This is not meant to be an exhaustive list of duties and responsibilities. Position may require additional tasks, duties or projects as assigned.  
  
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