Position:	Network Operations Technician (Access)	**Type:**	Full Time
Location:	Kingston, NY	**Date Added:**	May 05, 2023

Position Summary

The Network Operations Technician (Access) is part of Archtop Fiber's Network Operations group and will support our access network and related core network needs. This position will work closely with the Manager Core & Transport Operations and others to establish and maintain Archtop's Access Network. The Network Operations Technician (Access) is responsible for installing, operating, troubleshooting, testing, and maintenance of existing and emerging access technologies (data, voice).

Responsibilities

- Research, analyze, and resolve complex data, voice, and video network and hardware problems as they relate to our access platforms.

- Work with access platform vendors and equipment, specifically Archtops PON/XGS-PON FTTH network devices.

- Install, augment, and upgrade access equipment in accordance with Network Engineering team direction.

- Work with other engineering/technical teams to ensure detailed designs are deployable, and able to be operated with minimal impacts to customers, and operating expenses.

- Work with vendor partners to ensure engineering requirements are aligned with product/technology roadmaps.

- Generation and maintenance of access platform documentation for configuration and deployment.

- Be a continuous subject matter expert. Expected to be a go-to resource.

- Provide assistance as needed to other teams for implementation, troubleshooting, and repair of network connections and customer deployments.

- Act as an ambassador and promoter of Archtop Fiber and Archtop's products. Ensure a positive company image by working closely with trusted partners, external customers, community leaders, regulatory groups, and others.

- Other related tasks as assigned.

Qualifications

- "Can do" attitude and a desire to help others. Must foster a team environment approach and be willing to participate at all levels.

- 2 - 5 years as a Network Technician, Field Engineer, or Network Operations Engineer in a service provider environment or large enterprise environment. Experience in network operations is a plus.

- Candidates should have at least an associate degree (bachelor's degree preferred) in computer science, engineering, information technology, or other related discipline. Relevant experience also considered.

- Must be able to demonstrate and apply strong design knowledge and understanding of IP networks to complete network designs and augments.

- Thorough knowledge and experience with various networking standards and protocols such as OSPF, ISIS, iBGP, Ethernet, VLAN tagging, spanning tree protocols, DNS, DHCP, NAT, CGN, HTTP, SIP, MGCP, RTP, QoS and others.

- Knowledge and experience with GPON/XGS-PON and passive optical network topologies. Experience with related provisioning methodologies is a plus.

- Knowledge and experience with SIP and other Voice over IP technologies. This includes but is not limited to SIP trunks and soft switch feature servers.

- The ability to work independently under minimal supervision – must be driven and be able to define work tasks based upon project goal and corporate objectives.

- Experience and understanding of FTTH technologies.

- Must have strong communications skills – verbal and written.

- Demonstrated ability to thrive in a team environment. This includes the willingness and desire to share information, work collaboratively, and help others – both inside and outside of the Engineering & Technology group.

Compensation and Benefits

Competitive salary and benefits package

How to Apply

Interested applicants must submit a resume and cover letter (detailing how they meet our requirements and how this position aligns with their career goals) via email to career@archtopfiber.com