
Position: Sr. Network Operations Technician**Type:** Full Time**Location:** Kingston, NY**Date Added:** March 14, 2023

Position Summary

The Sr. Network Operations Technician is part of Archtop Fiber's Network Operations group and will support our IP, core, transport, peering, and access network needs. This position will work closely with the Manager Core & Transport Operations and others to establish and maintain Archtop's IP & Transport Network. The Sr. Network Operations Technician is responsible for installing, operating, troubleshooting, and project managing the placement, testing, and maintenance of existing and emerging data, voice, and other technologies for revenue generating products.

Responsibilities

- Research, analyze, and resolve complex data, voice, and video network and hardware problems.
- Measure and optimize network core performance.
- Install, augment, and upgrade network 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.
- Provide technical guidance to others in the Network Operations group.
- Work with vendor partners to ensure engineering requirements are aligned with product/technology roadmaps.
- Generation and maintenance of network core documentation.
- 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.
- Participate in equipment/materials vendor selection and maintain strong relationships with Archtop's vendors.
- 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.

- 5 + years as a Network Technician, Field Engineer, or Network Operations Engineer in a service provider environment or large enterprise environment. Bachelor of Science degree in Engineering or Computer Science from an accredited college or university is preferred. Experience in network operations is a plus.
- 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 MPLS, SR-MPLS, DWDM, OSPF, EIGRP, ISIS, iBGP, eBGP, 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, soft switch feature servers, trunk gateways, and session border controllers.
- 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.