



POSITION DESCRIPTION AND SPECIFICATIONS

POSITION TITLE: Network Operations Manager

EEO Group: First/Mid-Level Officials & Managers

Overtime Status: Exempt
Wage Grade: 15

Division: FTTH
Section: Network Operations
Reports To: Engineering/Broadband Manager
Supervises: Network Technician
Position Back-Up: IT Systems Engineer

Position Summary: The Network Operations Manager is the lead in designing, implementing, and maintaining the broadband network systems including hardware, software and other data and voice communications. The Network Operations Manager researches and implements best practices in networking to provide optimum data, voice, and video services.

Essential Duties and Responsibilities:

1. Responsible for the observance and enforcement of CEMC safety rules, procedures, safety policies, and bulletins
2. Oversees the day to day operations of the broadband network required to provide data, voice, and video service to subscribers, as well as back office networking required for administrative support.
3. Maintains day-to-day security of broadband networks and servers including operating systems and applications.
4. Designs and implements network connectivity for LAN and WAN connections, including documentation of broadband network connections.
5. Receives and evaluates requests for additional broadband network applications and makes recommendations on required hardware and software to assist in determining whether these requests will meet the user's needs and function in coordination with our existing hardware and software.
6. Assist subscriber support team to enable subscribers to access the network successfully.
7. Oversees maintenance of all network devices with all firmware and software updates and security patches and features.
8. May assist in review process for vendor contracts.
9. Supports and keeps abreast of bylaws, guidelines, policies/procedures and philosophies of the parent Cooperative to effectively serve and support members and subscribers.
10. Performs other duties as assigned to fulfill the objectives of the company and position.

Equipment Used:

Cooperative vehicle, Computer, OTDR

Software Used:

Windows Server, Linux, iOS, Calix, Microsoft Office Suite

Education Degrees, Certificates, Licenses, and/or Training: *Exceptional favorable experience may be considered for a portion of the education requirements.*

Required: High school diploma or equivalent.
Bachelor of Science degree in Information Technology or related major
Valid Driver's License.

Preferred: Related certifications in Microsoft, Linux, and Cisco

Experience, Knowledge, Skills, and Abilities:

Required: Five or more years of experience in a network /system administration role.
Advanced knowledge of IP-based networks (IPv4 & IPv6), TCP/IP, DNS, DHCP, VoIP, IPTV, VPN, VLAN, broadcast and multicast network traffic.
Advance knowledge and experience with a fiber optic network.
Advanced knowledge in networking and server administration.
Advanced knowledge of applicable software and equipment.
Proven ability to multi-task and plan/prioritize work to meet deadlines with a high-degree of accuracy and attention to detail.
Strong analytical and critical thinking skills with demonstrated problem-solving abilities.
Effective communication skills and the ability to work as a team player.
Leadership skills and previous supervisory experience preferred.

Physical Demands: *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*

Visual acuity, manual dexterity, hearing, standing, walking, sitting, stooping, bending, squatting, lifting and carrying up to 50 pounds, twisting, balancing, kneeling, crouching and climbing.

Working Conditions:

Minimum of eight hours a day, five days a week.
Erratic working hours and pressure to meet various deadlines.
Works inside and outside, to include working under inclement weather conditions.
Frequently drives to various work sites within CEMC service area.
Occasionally travels to meetings, to include overnight, outside of CEMC service area.

This position description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required.

**CEMC reserves the right to revise or change the description and specifications as the need arises.
This position description does not constitute a written or implied contract of employment.**

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