



JOB DESCRIPTION

POSITION: NETWORK ENGINEER
DEPARTMENT: COMMUNICATIONS UTILITY
REPORTS TO: COMMUNICATIONS DIRECTOR

CIVIL SERVICE: NO
FLSA STATUS: EXEMPT
PAY GRADE: 6

SUMMARY:

Under limited supervision, assists with the operations and maintenance of the internet service provider network for the Communications Utility. Performs related duties as assigned.

SUPERVISES: N/A

EQUIPMENT USED: Computer, Office Equipment, Various Electronic Devices and Vehicles

PRINCIPAL DUTIES AND RESPONSIBILITIES:

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

General:

- Responsible for operation and maintenance of the ISP provisioning software.
 - Responsible for EAS system operation.
 - Responsible for Tier II support operations
 - Assists in the installation, operation and maintenance of switches, routers and servers.
 - Required to perform on-call duties as assigned on a regularly scheduled basis.
 - Provide technical customer support services to IMU subscribers of commercial and residential communication products as well as wholesale Internet service providers.
 - Assists with configuring, programming and troubleshooting computer network systems.
 - Create and maintain comprehensive documentation of all ISP related systems.
 - Evaluate and study new products and technologies and provide recommendations and justifications for their use.
 - Maintain knowledge of the internet service provider system and application software being used to provide services and support to subscribers.
 - Perform other duties as assigned.
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REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Calix E7-2 platform and AXOS with SMx
 - Operation, setup and maintenance of Cisco, Calix and other network gear. Layer 3 routing protocols including BGP and OSPF. Layer 2 protocols including Spanning Tree, 802.1q VLAN tagging & trunking.
 - TCP/IP-based services such as VOIP, DNS, DHCP, HTTP, SFTP, SSH, SNMP, VPN and IPTV
 - IPv4 & IPv6 Network address schemes and subnetting.
 - Network monitoring experience using applications such as: LibreNMS, Grafana, Syslog.
 - Use of fiber optic and ethernet test equipment.
 - Familiarity with optical network and fiber technology. Fiber types, connector types, light wavelengths, GPON/XGS-PON, mux/demux.
 - Ability to interact with customers and co-workers in a positive and effective manner.
 - Possess professional management abilities to work in a team environment.
 - Ability to multi-task and utilize critical thinking in conjunction with problem solving techniques.
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ACCEPTABLE EXPERIENCE AND TRAINING:

- Bachelor's or Associate's degree in relevant IT field such as Management/Computer Information Systems or Computer Science/Engineering and 2+ years of relevant networking industry experience operating IP networks with end-user interaction. Relevant job experience will be considered in place of degree and designations.
- Valid Iowa driver's license and good driving record.
- Ability to keep records, to assemble and organize data, and to prepare reports from such records.
- Ability to process complex information and make recommendations to the Telecommunications Superintendent, Team Members, and Utility Services Representatives.
- Ability to work independently and handle technical information.
- Capability to communicate with IMU customers and staff, in an easily understood manner, the variety and scope of Telecommunications products, services, and equipment available.
- Ability to prepare various reports which require the use of independent judgment.
- Subject to a post-offer physical including drug screening.

The above statements are intended to describe the general nature and level of work performed by people assigned to this job classification. They are not intended to be an exhaustive list of all responsibilities and duties required of people assigned to this job classification.

ENVIRONMENTAL CONDITIONS:

The work typically is performed in an IMU office, or Telecommunications Hut environment. The worker is not substantially exposed to adverse environmental conditions.

PHYSICAL REQUIREMENTS:

- Sitting, climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, driving finger dexterity, grasping, feeling, talking and hearing.
- Sitting 50 percent of the time.
- Standing and/or walking approximately 50 percent of the time.
- Requires the exertion of up to 10 pounds of force continuously.

- Up to 50 pounds of force infrequently to lift or otherwise move objects.

VISION REQUIREMENTS:

The minimum standard for use with those whose work deals largely with computer terminals, reading, test equipment, and reports.

EQUAL OPPORTUNITY EMPLOYER:

Indianola Municipal Utilities is an Affirmative Action and Equal Opportunity Employer providing opportunities to people regardless of membership in any protected class. IMU is committed to-upon request-providing access, equal opportunity, and reasonable accommodation for individuals with disabilities.

Indianola Municipal Utilities reserves the right to change this job description at any time.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge receiving a copy of my job description. I understand the requirements, essential functions and duties of my position. I understand that should I have any questions regarding my position, I should ask my supervisor or human resources.

Print Name

Signature

Date