Network Manager

Summary

The Field Operations Technician is responsible for installing and maintaining data communication lines, ensuring the smooth delivery and operation of communication services for customers. This role includes resolving user communication issues, providing excellent customer service, and adhering to safety protocols as outlined by TISD. The technician will work both independently and as part of a team to ensure timely installation and repairs of customer equipment, while maintaining company vehicles and tools.

Essential Duties and Responsibilities:

1. Oversees continual operation of the network. Ensures optimal availability, stability, response and recovery time of network components.

2. Oversees the design, installation, configuration, and maintenance of network systems (LAN, WAN, Internet, and/or data networks).

3. Manages network peering and connections with tier 1 communications providers.

4. Oversees the implementation of system enhancements (software and hardware updates) that will improve the performance and reliability of systems.

5. Provides direction in the implementation and monitoring of corporate security policies for network access.

6. Ensures system procedures, policies, and events are documented and implemented.

7. Maintain and report progress weekly on all assigned special projects.

8. Analyze and resolve system/network issues and needs.

9. Manages VOIP Service Platform.

10. Monitors and maintains department productivity and budgets.

11. Manages and assists with after hours on call schedule.

Supervisory Responsibilities:

Directly supervises up to five employees in the Infrastructure Department. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

● Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs workflows and procedures.

● Continuous Learning - Assesses own strengths and weaknesses; seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

● Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how the job relates to others; uses resources effectively.

● Use of Technology - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up to date.

● Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem-solving situations; uses reason even when dealing with emotional topics.

● Project Management - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

● Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

● Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

● Managing Customer Focus - Promotes customer focus; establishes customer service standards; provides training in customer service delivery; monitors customer satisfaction; develops new approaches to meeting customer needs.

● Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

● Written Communication - Writes clearly and informatively, edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

● Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

● Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals.; completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

-Five (5) years of experience in the Internet Service Provider or Network Design industry.

-Industry Certifications with utilized hardware vendors are a plus, but not required.

-Experience designing, operating, and managing WAN/LAN IP Networks

-Experience managing a small team of employees.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Ability to speak effectively before groups of customers or employees of an organization.

Computer Skills

To perform this job successfully, an individual should have knowledge of the following:

Web Browsers, Terminal Client, Command Line Interface, SSH/Telnet, IP Routing protocols, VPN, DNS and DHCP.

Certificates, Licenses, Registrations

Valid driver's license

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk and talk or hear. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and peripheral vision.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions and risk of electrical shock. The noise level in the work environment is usually quiet.

Benefits

- Health, Dental, and Vision Insurance
- 401K- The Company will match employee contributions up to 6%
- Paid Time Off
- Sick Time
- 10 Paid Holidays
- Birthday Holiday
- Employer Paid- Life Insurance
- Employer Paid- Short-Term and Long-Term Disability
- Education Reimbursement
- TISD is an EOS Driven Organization
- We believe in Professional and Personal Growth for our Team!

Job Type: Full-time

Salary: $80,000.00 - $90,000.00 per year

Schedule:

- 8 hour shift
- Monday to Friday
- Weekends as needed

Application Question(s):

1. Please give a list of network hardware you have experience with configuring.

2. Please give a list of network monitoring software you have experience with operating.

3. Please provide a list of industry certifications or courses completed.

4. Can you describe your in-depth experience with routing protocols like OSPF, BGP, etc?

5. Describe a particularly challenging network outage you've encountered. How did you identify the root cause and resolve it?

Ability to Relocate:

- Victoria, TX 77901: Relocate before starting work (Required)

Work Location: In person