

HENDERSON MUNICIPAL POWER & LIGHT CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

NETWORK OPERATIONS TECHNICIAN

PURPOSE OF CLASSIFICATION

The Network Operations Technician is a non-exempt position responsible for ensuring continuity of a Broadband Service Provider business and fulfilling daily operational tasks required by HMP&L Fiber. This position requires a wide range of skills and diversity of work experience. The Network Operations Technician is expected to work both independently and with contractors for construction, operations, and maintenance of a fiber optic communications network. The Network Operations Technician must be well-trained and competent in troubleshooting techniques and finding resolutions for problems as they arise.

Network support duties will include both active and passive network components, OSP and ISP fiber optic cables and equipment, indoor and outdoor customer premise equipment, support for customer service orders, and control/monitoring/troubleshooting of the network's operation, including Internet, Phone, SIP and PRI Trunks, and Hosted PBX services. The Network Operations Technician will report directly to the Fiber Manager, but will work with the various local team members, construction team, and with contractors to ensure the network is planned, constructed, maintained, and operated to HMP&L Fiber standards.

ESSENTIAL FUNCTIONS

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.

- Serve as initial customer contact for network events which may include IP network alarms & disruptions, PON network issues, fiber cuts, field cabinet issues, and other various network impairments. Responsible for resolving network events or engaging appropriate fix agents as required to resolve issues.
- Serve as a support resource for resolving customer questions and problems, ISP service issues, and installation challenges. This will include interaction with employees, contractors, and customers as needed to resolve issues and may require visiting customer premises if necessary to resolve problems.
- Instructs, educates, and delivers information to customers on types of service available and proper use of services installed, including how to add additional services and access help online as well as proper equipment usage.
- Assists with coordination, oversight, and support for field installations for both active and passive PON equipment. This may include interaction with municipal and utility permitting authorities, contractors, construction resources, and engineering groups as needed to support customer installation and support.
- Provision residential and business services including internet and phone for new and existing customers.
- Provide fiber network maintenance and service as needed to maintain the optical network. This will include optical troubleshooting and maintenance work, physical audit of existing splice enclosures, optical testing and measurements, and other support as required.
- Maintain and operate various network test equipment including OTDR, optical cleaver, VFL, VOM, IP network diagnostic equipment & scanners, etc.
- Keeps shop area and equipment clean, neat, and safe by conforming to all Utility policies and procedures and any state or federal regulations.

- Assists with maintaining inventory records on all HMP&L fiber equipment, tools, and property.
- Assists with maintaining a database of fiber customers, services, equipment, fiber and cable testing and routing records.
- May drive HMP&L vehicles to and from worksites; may operate various HMP&L equipment; deliver tools and materials to job sites; pick up supplies at stores and vendors when necessary.
- Normal work shift will be 1:30 p.m. to 10:00 p.m. with a half hour lunch break, Monday through Friday. Hours may be adjusted as needed.

ADDITIONAL FUNCTIONS

- May be required to work overtime.
- Adheres to and enforces all safe work practices and company compliance standards.
- Maintains good attendance and punctuality.
- Must have a valid driver's license and may operate company vehicle.
- Ensures conformity with standards set by the North American Reliability Corporation (NERC) and the SERC Reliability Corporation (SERC).
- Performs other related duties as required, necessary, or assigned.

MINIMUM QUALIFICATIONS

Qualifications include: Associate degree in electronic communications or closely related field; five plus years work experience in electronics and broadband installation and maintenance including LAN / WAN networks, wireless equipment, phone equipment (VoIP and POTS), and optical network terminals required; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Requirements include: ability to have regular and predictable work attendance; a valid driver's license; must pass a drug/alcohol screen, physical, and background check upon conditional offer of employment and have no DUI convictions in the previous five years. Certifications such as MCSE, routers, and telecommunications equipment preferred.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to apply principles of persuasion and influence over others in coordinating activities of a project, program, or designated area of responsibility.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and materials requiring complex and rapid adjustments, or to assemble, combine, or process complex and sensitive materials.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and advisory data and information. Some tasks require the ability to communicate orally and exchange accurate information with others.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness, and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, balancing, stooping, kneeling, crouching, lifting, pushing and pulling of objects and materials of moderately heavy weight (20-50 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally and aurally.

Environmental Factors: Performance of essential functions may require exposure to potentially adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, electric currents, traffic hazards, and toxic agents.

This job description does not constitute a contract of employment. Any oral or written statements or promises to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employees. This job description is subject to change by the employer (Henderson Municipal Power & Light) at the discretion of the employer, or as the needs of the employer and requirements of the job change. The employer explicitly reserves the right to modify any of the provisions of this job description at any time and without notice. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties or essential functions does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Henderson Municipal Power & Light, HMP&L, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, HMP&L will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.