



<b>Position Title: Network Analyst</b> <b>Reports to: Network Operations Supervisor</b>	<b>Department: Network Operations</b> <b>FLSA Status: Hourly Non-Exempt</b>
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### **General Summary:**

The Network Analyst installs, maintains, supports, and troubleshoots all types of IP core, transport and access network facilities and associated servers and equipment. Designs, installs and supports customer IT solutions. Performs other tasks assigned by Network Operations Supervisor.

### **Essential Job Functions:**

- Provides support and administration of PRTC's carrier telecommunication, data and video networks including optical transport systems, CLASS 5 Softswitch, IPTV headend and GPON infrastructure.
- Provides configuration and support for logical and physical connectivity problems on the IP core, transport and access networks and supporting management servers. Devices include but are not limited to switches, routers, firewalls, gateways, NIDs, OLT's, and servers.
- Provision new customer circuits across multiple network platforms, ensuring provisioning is completed accurately and customer connectivity is functioning properly.
- Perform scheduled maintenance on all equipment such as software upgrades and equipment upgrades and assists with such maintenance on the access and customer premise network equipment as needed.
- Work with Network Engineering to guide the high-level design, evolution, and growth of PRTC's network infrastructure.
- Test and validate all new core hardware and network connectivity for proper configuration and performance.
- Document that all network alarm points are being properly monitored and maintain accurate and detailed network circuit design records and drawings. This includes both creating the records as well as ensuring they are updated for any as-built or service restoration changes.
- Design and install customer IT solutions including managed LAN, Wi-Fi, hosted VoIP, cloud services, etc. Work with Sales to implement revenue generating solutions for PRTC business customers.

### **Knowledge, Skills, and Abilities:**

- Knowledge of IP networking protocols, routing and switching equipment and associated troubleshooting equipment.
- Knowledge of data networking standards and protocols such as Ethernet, DHCP, DNS, optical transport, 802.11/Wi-Fi and server operating systems such as Windows and Linux.



- Strong computer skills and a working knowledge of software programs such as Microsoft Office, Visio, Wireshark and other network utilities.
- Communicates with Network Technicians, contracted installers, project managers and sales representatives on developments in IP networking technologies.
- Understanding of schematics, blueprints, and circuit diagrams and their application to network design.
- Familiarity with regulatory and industry standards and specifications.
- Must have a working knowledge of DHCP servers and IP address allocation.
- Must have a working knowledge in Ethernet networks including VLAN theory of operation.
- Experienced and knowledgeable in network troubleshooting techniques.
- Experienced and knowledgeable in CIDR and IP subnetting .
- Understanding of metro Ethernet transport protocols and MEF standards, such as ELINE, ELAN, G.8032, 802.1ad, 802.1q.
- Understanding of VoIP applications, SIP and IP QoS.
- Understanding of telecom access technologies such as xDSL and GPON.
- Working knowledge of UNIX, GNU/Linux or equivalent preferred but not required.

#### **Education and Experience:**

- High school degree required. Associates degree preferred.
- Two or more years of experience in Network Operations or in related IT fields with WAN and LAN technologies and protocols.
- Must have a current A+ and Network+ certification. Other industry certifications by Cisco, Ciena, MetaSwitch, Calix or equivalent preferred.

#### **Evaluation Criteria:**

- Knowledge and skills acquired through technical training.
- On-the-job experience in IP networks;
- Understanding of basic electronics;
- Specialized training;
- Ability to evaluate, test, and repair all types of IP network equipment;
- Ability to recommend improvements for specific installation/maintenance/repair problems.



**Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to stand and walk				X
Climbing/Stooping/Kneeling				X
Lifting/Pulling/Pushing: Must be able to lift and carry 15 lbs				X
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

**Working Conditions:**

Normal working conditions

**Note:**

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.