

JOB TITLE	Network Services Supervisor	DEPARTMENT	Network Services
JOB GRADE		LOCATION	Tacarigua/Headend
		DATE	July 2009

Network Services Supervisor Job description

SUMMARY AND BASIC JOB FUNCTION:

The Supervisor of Network Services will lead the Network Services technical team of Network Infrastructure and Commercial Deployment. The Network Services Supervisor will be responsible for contributing toward the design, architecture, and support of WAN, LAN, DNS, Network Security, Wireless and network management tools. This includes planning, specification, implementation, administration and maintenance of equipment services.

PRINCIPAL ACTIVITIES, DUTIES AND RESPONSIBILITIES:

- Supervises the Network Services group which includes Network Administration, System Administration and Metro Ethernet Commercial administration.
- Provide leadership to the Network Services group.
- Network planning and design of both complicated and isolated networks.
- Performs strategic and tactical network and emergency planning.
- Observes budgetary considerations with regard to Network Services.
- Liaise with domain registry bodies to register domains for CCTL corporate use and on behalf of customers in line with associated service offerings
- Maintain and submit accurate attendance records for direct reports each week
- Monitor, maintain and repair CCTL's data, and Internet networks.
- Check network statistics and vitals to ensure network reliability and stability across all services.
- Pro-actively identify problems and improper functioning of the network. Resolve network problems providing efficient and timely solutions. Escalate the issue to other departments/suppliers, as required.
- Resolve network issues and complete RFO documents for network trouble tickets escalated by NOC.
- Provide support in defining and implementing network improvements, moves, additions and changes.
- Provide lead and guide on all projects within Network Infrastructure.
- Perform and document network backups and routine maintenance.
- Document network moves, additions and changes.
- Maintain accurate records of network problems reported and resolutions provided for future reference.
- Implement pre and post-sales requirements from network perspective and provide customer support as required
- Maintain a wide knowledge of available data and internet networking equipment/protocols and be current with developments of existing and emerging data and internet networking technologies with an aim towards enhancing current and developing new CCTL service offerings.
- Conducts continuity planning policy and best practice writings.

- Provides recommendations on architectural changes and design enhancements to the infrastructure to improve reliability and performance, reduce cost, and anticipate company growth and acquisition.
- Supports, mentors and assists in the development of staff.
- Verifies the validity and clarity of reports and other output format before releasing it from the Department
- Analyzes products and recommends use of new products and services to senior management. Establishes and implements policies and procedures for LAN/WAN usage throughout the organization



Essential:

- Bachelor Degree Compute Science or related field.
- Minimum of two years experience with duties and responsibilities specified.
- CCNA/CCNP or equivalent certifications would be an asset
- Good working knowledge of routers, remote access servers, routing protocols and network troubleshooting.
- Minimum 3 years experience with network design and implementation in hostile environments (Internet)
- Minimum 3 years working with Cisco hardware.
- Knowledge of Interior and Exterior routing protocols, QoS, and policy-based routing.
- Knowledge of Firewalls, VPNs and network security products & practices
- Excellent verbal and written communications and interpersonal skills.
- Technical knowledge (including development, maintenance and troubleshooting) of Internet networking and multiple Internet applications such as email, browsers, ftp etc.
- Working knowledge of - MS Word, Excel, Access, Power Point, Lotus Notes.

Desirable:-

- Report writing skills conducive to both technical and non-technical audience.
- Supervisory experience in fast paced telecommunications environment.
-

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Strong interpersonal and communication skills
- Ability to work efficiently and independently with minimal or no supervision (i.e. self-motivated and willing to stretch to meet important deadlines).
- Ability to diagnose and rectify a wide range of network comprehensive related problems.
- Ability to function in a fast paced environment.
- Punctual, regular and consistence attendance.
- Identify and resolve problems in both routine and emergency situations.
- Ability to communicate effectively, both orally and in writing.
- Ability to Prioritize tasks/projects for self and others.

This description is a summary of principal responsibilities and is not intended to include all duties, which may be assigned.

Salary will commensurate with qualifications and experience