

| | | | |
|-------------------|---|-------------------|------------------|
| JOB TITLE | Senior Commercial Deployment Technician | DEPARTMENT | Network Services |
| JOB GRADE | | LOCATION | NOC, Tacarigua |
| Supervisor | Network Infrastructure Supervisor | DATE | June 2010 |

Senior Commercial Deployment Technician Job description

▪ **SUMMARY AND BASIC JOB FUNCTION:**

Responsible the day to day configurations of the Commercial Deployment Team for configurations of Backbone and CPE devices for Metro Ethernet, Voice and Data Services. Commercial Deployment configures varying equipment and the CORE network provisioning Commercial Customers Data and Voice circuits. Also responsible for providing reports and technical escalations.

PRINCIPAL ACTIVITIES, DUTIES AND RESPONSIBILITIES:

- Configure Customer Premise equipment accordingly as initiated by an install or activation process.
- Configure all backbone configurations to enable services as requested via the install and activation processes.
- Disable and remove configurations as per disconnection process.
- Create template for configurations used by Commercial Deployment Team.
- Keep updated documentation on each customer activation and disconnection via ticketing system and configuration documentation.
- Responsible for all customer configuration backup.
- Create and update configuration documentation for each activation and configuration done.
- Update Network Monitoring system documentation and Maps as required.
- Responsible for Network monitoring system.
- Research and Develop services and add-ons as recommended by Supervisor.
- Research and Test equipment that may be used at the Customer site for Voice or Data services.
- Test methodologies and techniques which may become additional service offerings.
- Perform Network Audits Bi-annually to ensure secure network.
- Perform Network Audits to ensure accuracy with reference to customer and backbone configurations.
- Troubleshoot and resolve customer issues escalated to the Commercial Deployment team.
- Handle escalated issues from the Network Operating Center and follow through to resolution.
- Ensure all configurations are completed to standard.
- Provide reports on Commercial Deployment Configuration tasks and pending tasks.
- Provide training to new Commercial Deployment technicians and other members.
- Ensure backups of all configurations and maps are completed.
- Ensure all customer configuration records are up to date and readily available.
- Approve pending configurations within the standard config SLAs.
- Ensure SLAs are met by the department.
- Performs miscellaneous job-related duties as assigned by the Network Services Supervisor, Manager or Director

MINIMUM JOB REQUIREMENTS:

Essential:

- Post-Secondary Tertiary Education (Certificate/Diploma) in Networking, Telecommunications, IT or equivalent
- Technical knowledge (including development, maintenance and troubleshooting) of Internet networking and multiple Internet applications such as email, browsers, ftp etc.
- CCNA certification
- Working knowledge of - MS Word, Excel, Access, Power Point.
- Good working knowledge of routers, remote access servers, routing protocols and network troubleshooting.
- Excellent verbal and written communications and interpersonal skills.

Desirable:-

- Minimum 3 years working with Cisco hardware.
- Typically two or more years of experience in Networking theory and techniques and two or more years of experience in hardware and software installation and support from the perspective of wide and local area network administration are required.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Ability to function in a fast paced environment.
- Punctual, regular and consistent attendance.
- Strong interpersonal and communication skills
- Basic Knowledge of a wide range of varying Operating Systems, applications, hardware, networking, and communications.
- Ability to provide advanced technical assistance and comprehensive problem resolution
- Ability to communicate effectively, both orally and in writing.
- Experience in a TCP/IP Ethernet network is required.

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