System Engineer

Responsibilities

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Inaddition, they will constantly strive to improve EPB's operations byidentifying ways to improve systems and processes to monitor and provisionnetwork elements and serve customers

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Respond appropriately to alarms and failureswithin the network and other systems

•

Interactwith maintenance crews and vendors during periods of planned maintenance

•

Provision and troubleshoot all complex servicesthat include (but are not limited to) Internet, Email, Hosted Wi-Fi, Telephone,and Video services

•

Identify, diagnose, and repair problems withsystems providing Internet, Email, Hosted Wi-Fi, and Video services

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Provision of highly customized VoIP phonesystems for HPBX customers and interaction with HPBX customers for adds, moves,and changes during and after the installation

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Identify, diagnose, and repair problems withTelecom services, including POTS, PRI, VoIP Phones, IADs, and SIP Trunks

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Interact with Field Service personnel,customers, vendors, carriers, and EPB Engineers to diagnose, escalate, andresolve issues with HPBX phone systems

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Tier 3 Support for Residential Technical Supportstaff with issues the group cannot resolve

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Tier 1 Support to resolve business customerscalling in for technical support

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Tier 3 Support for Field Service crews workingin the field to install and maintain service to customers

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Communicate with other departments and customersregarding the disposition and status of trouble

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Identify and communicate noticeable problemtrends and troubleshoot to find solutions

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Maintain WIKI and technical documentation of FSSprocesses and procedures used throughout normal operations

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Complete all off-shift routines for the 2nd and3rd shifts

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Work ALL shifts as needed to sustain a 24/7/365operation

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Accept 75% of overtime requested by thesupervisor or manager each quarter

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This includes holiday coverage for theentire year

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Provide project management of technical staff inthe implementation, installation, configuration, and technical support ofnetwork architecture; coordinate projects with other departments and externalorganizations

•

Manage the workload and room responsibilitieswhile leading a shift without a supervisor's presence

•

Provide the same level of customer service to

•

Wholesale customers who purchase field service support, business support,and/or Provision services from EPB

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Perform miscellaneous duties or special projectsas assigned