

**CITY OF WINDOM  
POSITION DESCRIPTION**

<b><u>Position Title:</u></b>	Network Operations Center Technician
<b><u>Supervised By:</u></b>	Telecommunications Operations Manager
<b><u>Salary Range:</u></b>	Grade 16
<b><u>Hours Worked:</u></b>	40 hours per week, work varied and extended shifts 24/7/365 a year. Participate in the on-call rotation

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**JOB SUMMARY**

Works under the direction of the Telecommunications Operations/General Manager. Duties involve performing routine and complex technical work in planning and maintaining the municipal telecommunications system. This is a complex technical position requiring an individual to be charged with the daily operation of a Network Operations Center ( NOC). A requirement of this position is that the individual takes ownership of the system and strives to continually improve the services demanded by our customers who are our owners.

**Supervision Received:** Works under the general and administrative supervision of the Telecommunications Operations/General Manager.

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**KNOWLEDGE, SKILLS AND ABILITIES**

Data networking skill sets including PC support/server administration, Windows and Linux operating environments.

Previous data networking experience.

Previous Fiber transport experience including fiber optic repairs and installations.

Previous business telephony system experience.

Certification from an accredited vendor in data networking.

Telephony switch experience preferably in the soft switch market.

VOIP, Voice mail, Email, Spam, Virus, and end user software experience.

Knowledge of virtual environments, firewall and VPN.

A demonstrated ability to expand skill sets for future offerings.

Ability to communicate clearly and effectively, both orally and in writing.

Ability to keep accurate records and prepare reports.

Ability to occasionally lift and move up to 70 pounds.

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## TYPICAL DUTIES PERFORMED

Installs, configures, tests and maintains fiber optic telecommunications software, hardware, servers, networks and peripheral devices for customers which includes assisting with operations of the soft switch and ISP, including WAN & LAN connectivity.

Assists in provisioning of telephony including business phone systems, Data, and Video services to our customers.

Monitors the NOC facility, equipment and operations for alarm conditions.

Brings knowledge and shares ideas.

Responds to customers' and Network Operations Center's reported trouble calls.

Maintains a variety of records, enters data, and prepares reports as needed.

Purchases supplies and materials as needed for the Network Operations Center.

Possesses the ability to establish and maintain effective working relationships with other employees and the public with public relation problems courteously and tactfully.

Develops practices and implementation procedures to ensure department and employees' compliance with the National Electric Code.

Performs related duties as apparent or assigned.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of statements concerning specific duties does not exclude them from inclusion in this position if the work is similar, related or a logical assignment for this position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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## QUALIFICATIONS

### Minimum requirements:

- A. Two-year vocational degree or four-year college degree in a program relating to telecommunications.
- B. Preference may be given to individuals with experience in the operation and maintenance of a Network Operations Center.
- C. Capability to perform physical actions necessary to construct, repair and maintain a Network Operations Center.
- D. Possession or the ability to possess a valid Minnesota drivers license.
- E. Ability to communicate effectively, both orally and in writing.
- F. Exceptional customer service skills.
- G. Power Limited License or able to complete licensing within one year.

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Date: February 12, 2016

Approval: \_\_\_\_\_  
Personnel Committee

Approval: \_\_\_\_\_  
City Administrator