



Gila River Telecommunications, Inc.

JOB TITLE: Senior Network Engineer

DATE: 7/20/2021

REPORTS TO: Network Services Manager

DEPARTMENT: Network Services

JOB SUMMARY:

The Senior Network Engineer is responsible for architecting, maintaining, and advancing the Gila River Telecommunications Inc. (GRTI) and affiliate's voice, data, and network security infrastructure. This team member works closely with the Network Services Manager to develop long and short-range technology plans, as well as help design and operate networks.

The Senior Network Engineer securely implements, monitors, troubleshoots, and maintains the organizations network to ensure high availability, scalability, and optimal performance while providing professional, courteous, and timely technical support. The Senior Network Engineer also works to train and mentor other team members in the best practice application of networking concepts.

JOB DUTIES:

- Identify training needs and conduct training sessions for GRTI network technology related software and applications, coordinate and perform identified trainings.
- Support long and short-range technology planning, and aid in the design and construction of GRTI's networks.
- Research and recommend technical products and services that promote GRTI as an attractive and competitive service provider for residential, business and governmental customers.
- Collaborate and communicate regularly with other departments.
- Provide input for capital budgets, operating expense budgets, and work plans.
- Plan, coordinate and implement capital projects as assigned by the Network Services Manager.
- Evaluate new technologies to support company growth and expansion by documenting design requirements, costs, network impact and business drivers.

- Monitor network performance to ensure optimization, availability, and reliability in addition to tracking system resource utilization and trending in support of capacity planning.
- Attend various meetings, as requested by the Network Services Manager or General Manager with departments, vendors, and/or management.
- Coordinate activity with equipment manufacturers, contractors, suppliers, vendors and other partners.
- Configure, install and operate various network devices and services including routers, switches, firewalls and network software systems.
- Participate in a 24x7x365 on-call rotation and be available for off-hours emergencies.
- Plan and perform network maintenance and system upgrades during maintenance windows while working within established configuration and change management policies to ensure awareness, approval and success of changes to network hardware, software and operating systems.
- Install, test, troubleshoot and repair voice and data circuits to meet customer requirements.
- Troubleshoot, test and turn-up circuits/trunks.
- Manage IPv4 and IPv6 address space, work with ARIN and IP brokers as necessary.
- Provide tier 3 technical support to internal, as well as external customers.
- Escalate network hardware and software issues to vendor technical support groups to promote quick and efficient trouble resolution.
- Create and maintain comprehensive network diagrams and documentation.
- Create, support and adhere to security policies and frameworks such as NIST, SOC and COBIT.
- Select and implement security tools and policies that support industry best practices.
- Assist Sales Engineers in designing carrier-grade WAN solutions for wholesale, carrier and business customers.
- Identify and inform management of Network Services department deficiencies and workforce gaps.
- Mentor Network Services team members and address user needs.
- Collaborate with adjacent departments and outside consultants to design and implement secure, optimally configured network infrastructure.
- Communicate with residential and business subscribers, as well as the Community (tribal government) regarding equipment installations and maintenance events.
- Coordinates switch upgrades and network software patches with vendors and field personnel.
- Ensure current copies and backups are completed on a timely basis on all digital switches.
- Dispatches transport when resolving internet system problems for prompt action results.

Note: This job description in no way implies that these are the only duties to be performed by this employee. She/he will be required to follow any other instructions to perform any other duties as requested by her/his supervisor.

SKILLS AND COMPETENCIES

- Knowledge of the IP telecommunications industry, plant operations, technology, network, and customer premise equipment.
- Knowledge and thorough understanding of the design and operation of a telephone system, digital central office switching, fiber optic facilities, subscriber carrier, subscriber plant and special circuit design.
- Advanced knowledge of voice and data equipment including Soft switch switching platforms, feature servers, STPs, session border controllers, gateways, routers, firewalls and switches.
- Proficient knowledge of voice and data networks including TDM, SS7, GR-303, VoIP, MPLS, Ethernet, QOS, VPN, SIP, Pseudo Wire, DWDM, CWDM, GPON, IP switching, IP routing, and WiFi.
- Experienced in configuring firewalls made by vendors such as Cisco, Juniper, Palo Alto, and Meraki.
- Familiarity with L2 transport delivery utilizing equipment vendors including Calix, Adtran, Accedian, Cisco and Nokia.
- Expert level understanding of advanced routing and switching protocols such as BGP, OSPF, EIGRP, IS-IS, MPLS and VPN.
- Skilled in configuring VoIP services in a controlled environment utilizing best practice QoS settings.
- Experienced in designing and configuring DWDM and CWDM wave services.
- Familiar with long-haul fiber route verification and procurement.
- Strong understanding of mobile back-haul network deployment strategies.
- Experienced in deployment and support of SDWAN technologies such as Cisco Viptela, Juniper Contrail, Meraki, Cradlepoint and VMware VeloCloud.
- Proficient in varying physical and virtual environments, including Microsoft, Linux and macOS.
- Strong understanding of cloud-hosted networking environments including Azure, AWS, GCP, Oracle and IBM.
- Understanding, or ability to learn, RUS specifications, industry standards and regulations, and data compliance requirements.
- Ability to communicate with customers, employees, and various business contacts professionally and courteously.
- Ability to independently organize work to ensure timely completion of projects and maximize productivity.

- Ability to research issues and resolve them such as network or equipment alarm reports, CALEA requests, etc.
- Highly organized with special attention to accuracy, details, and deadlines; ability to work with frequent interruptions.
- Use good judgment and reasoning skills to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Maintain strict confidentiality guidelines per company policy.
- Consistently demonstrate a high degree of integrity, honesty, and accuracy.
- Knowledge of, or ability to learn, applicable Federal, Tribal and State laws and codes, and industry practices, relative to the safe operation of all activities involved in network operations.

EDUCATION AND CERTIFICATION

- Bachelor's degree in Computer Information Technology, Telecommunications or related technical field is preferred. High School Diploma (GED or High School Equivalence Certificate) is required.
- Five to seven years' experience in telecommunications planning and designing voice and data networks in an IP network setting.
- Active CCNP or the ability to obtain a CCNP within 6 months of hire date.
- Additional certifications are preferred, such as CCIE, Calix System Specialist, Metaswitch Certified Technician, etc.

Note: Any equivalent combination of education, training and experience that would enable the applicant to satisfactorily perform and meet the duties required of the position may be considered in meeting the stated minimum requirements.

ESSENTIAL JOB FUNCTIONS

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to use hands, to sit, lift up to 20 lbs., stoop, bend, reach with hands/arms.
- Must be able to sit for extended periods of time.
- Requires the ability to speak, read, write, see, and hear to perform essential duties of the job. Must communicate clearly in English.
- Must be able to perform and complete multiple tasks.

EQUIPMENT USED

Telephone; FAX, calculator, computer, monitor, printer, hardware and software packages, computer peripheral equipment i.e. mouse and keyboard; Microsoft Suite, Tablets, Wireless devices.

ADDITIONAL REQUIREMENTS

- Will be asked to provide 39 months driving record. Position requires insurability under GRTI insurer requirements.
- Will be required to pass a pre-employment drug test and background check.

As a matter of Company policy, all employment is on an at-will basis, meaning that employment shall last for so long as mutually agreeable. Either the employee or the Company may terminate the employment at any time with or without cause.

Preference in filling vacancies is given to qualified enrolled Gila River Community Members, other Indians, and non-Indian spouses of officially enrolled Community members in accordance with Tribal Employment Rights Office (T.E.R.O.) Ordinance (No. GR-02-09, Gila River Indian Community).

Gila River Telecommunications, Inc. is an Equal Opportunity/Affirmative Action Employer, subject to Indian Hiring Preference.