



Gila River Telecommunications, Inc.

JOB TITLE: Network Engineer

DATE: 7/20/2021

REPORTS TO: Network Services Manager

DEPARTMENT: Network Services

JOB SUMMARY:

The Network Engineer is responsible for maintaining Gila River Telecommunications Inc.'s (GRTI) voice, data and network security infrastructure. This team member works closely with the Network Services Manager to develop long and short-range technology plans that meet business objectives and support telecommunications industry best practices. The Network Engineer securely implements, monitors, troubleshoots and maintains the company's networks to ensure high availability, scalability and optimal performance while providing professional, courteous and timely technical support.

JOB DUTIES:

- Support long and short-range technology planning; aid in design and construction of GRTI and its subsidiary'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.
- 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.
- 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.

- Install, test, troubleshoot and repair voice and data circuits to meet customer requirements.
- Communicate with residential and business subscribers, as well as the Community (tribal government) regarding equipment installations and maintenance events.
- 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.
- Provide tier 3 technical support to internal, as well as external customers.
- Manage IPv4 and IPv6 address space.
- Participate in a 24x7x365 on-call rotation and be available for off-hours emergencies.
- 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.

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.
- Experienced in configuring firewalls made by vendors such as Cisco, Fortinet, Palo Alto, and Meraki.
- Familiarity with L2 transport delivery utilizing equipment vendors including Calix, Adtran, Accedian, Cisco, and Nokia.
- Thorough understanding of advanced routing and switching protocols such as BGP, OSPF, IS-IS, MPLS, and EIGRP.
- 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.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
- Ability to independently organize work to ensure timely completion of projects and maximize productivity.
- Use good judgment and reasoning skills to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Maintain strict confidentiality guidelines in accordance with company policy.
- Adhere to internal corporate policies and procedures.
- Work and contribute successfully to a culturally diverse work environment.
- 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.
- Two to five years' experience in telecommunications planning and designing voice and data networks in an IP network setting.
- Active CCNA or the ability to obtain a CCNA within 6 months of hire date.
- Additional certifications are preferred, such as CCNP, 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.