

TW telecom JOB DESCRIPTION

Job Title: Internet & Data Network Specialist	Supervisor's Title: Mike Kelleher Sr. Manager, IP Provisioning TW telecom Michael.Kelleher@twtelecom.com 303-566-5909
Department/Location: Network Operations Center / Denver	Date Prepared: April 2011

General Purpose:

This position is responsible for processing customer service requests in a fast paced environment. It includes configuring data and internet equipment. This position interacts with end-users, vendors and other business partners to implement complex data solutions.

Duties and Responsibilities:

- Responsibilities include but are not limited to provisioning, testing, and activation of data, internet, and transport services.
- Configuration of Juniper and Adtran routers and Cisco switches.
- Interact with customer engineers and/or vendors to ensure service quality.
- Actively participate in the timely delivery of internet services

Typical Qualifications:

Education/Experience:

- A minimum of 2 years IP provisioning experience
- Practical knowledge of and experience with provisioning and implementing Layer 2 and Layer 3 services.
- Fault isolation of WAN and LAN solutions.
- Detailed understanding of Ethernet service delivery concepts
- Knowledge of technologies such as L2 VPN, VPLS and MPLS traversing DSn and OCn point to point circuits
- Understanding of routing protocols which include BGP, EIGRP and OSPF.
- Certification – CCNA (Cisco Certified Network Analyst) and/or JNCIA (Juniper Network Certified Internet Associate)
- Experience in providing technical overview/training to peer groups

Knowledge/Skills/Abilities:

- Functional knowledge of personal computers
- Understanding of optical transport equipment, DCS, ADSM, and the operation of appropriate test equipment.
- Working knowledge of Microsoft Word, Excel, and PowerPoint
- High level awareness of network and customer information security
- Ability to coordinate, organize, and prioritize multiple tasks
- Excellent written and oral communication skills
- Outstanding customer service skills

Working Conditions/Physical Requirements:

- May require sitting for extended periods of time
- Must be able to operate a computer keyboard and read a computer monitor
- Must be able to communicate in person, by telephone, and through written correspondence
- Requires manual dexterity, standing, stooping, reaching, pushing, pulling, and lifting up to 40 lbs