



# Public Utility District No. 1 of Pend Oreille County

An Equal Opportunity Employer

## Broadband Network Administrator

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<b>Department/Location:</b>	CN System/Newport	<b>FLSA Status:</b>	Exempt
<b>Reports To:</b>	Director of IT	<b>Grade:</b>	10
<b>Supervises:</b>	N/A	<b>Revision Date:</b>	08/18/2022

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### Job Description

- Manage, oversee, and administer the planning, provisioning, monitoring, configuring, troubleshooting, maintenance and operational functionality of the District's open access fiber and wireless broadband commercial and FTTP networks. Responsible for the managing and coordination of resources for complete system restoration of all components during an outage restoration. Acts as the District representative to the area Residential Service Providers (RSPs) in supporting their customer base.

### Essential Functions:

- Manage the administration, operation, support, and maintenance of the District's open access fiber and wireless broadband commercial and FTTP networks
- Ensures proper monitoring and alerting of the District's open access fiber and wireless broadband commercial and FTTP networks is managed and monitored by the establishing of processes and procedures in the acquisition of the data from the components comprising the networks
- Ensure that the of the District's open access fiber and wireless broadband commercial and FTTP networks is available to all system users as contractually agreed upon and expected by the District. Assists and/or resolves data communications problems when notified
- Analyzes network requirements to ensure that the system will provide needed capabilities for future and projected data loads as required by agreement and contract
- Creates and updates mapping and documentation to include terminals, splices, strand numbering, splitter and hub cabinets and fiber placement and sizing
- Develop and manage the lifecycle of the District's open access fiber and wireless broadband commercial and FTTP networks components by scheduling maintenance and establishing device replacement cycles
- Facilitate engineering studies of the District's data communication systems to provide for system improvement planning, construction plans, reliability needs and long-range objectives in accordance with accepted industry practices
- Apply appropriate security practices, following industry standards such as NIST, in maintaining a high security profile to protect the District's network assets from emerging and existing vulnerabilities
- Assists RSPs with questions and/or concerns regarding telecommunication or other Community Network System activities. Ensures customer concerns are promptly/courteously addressed or directed to the proper source
- Coordinate with RSP's to provision new customers, provide level 2 and up support for standard class circuits on FTTP; wireless connections and premium circuits
- Manage and oversee the processes of having an outsourced Network Operations Center (NOC) provider. Develop, and revise as required, escalation criteria, node variable administration, training and call out procedures for the NOC to act upon
- Create and maintain written operational procedures, processes, and policies governing the outsourced NOC
- Provide assistance to CNS Technicians, IT and Engineering staff in troubleshooting network issues and in the use of new technology, equipment, materials, or standards that inspire efficiency, cost effectiveness and quality of data and telecommunication functions
- Assist with the planning of CN System infrastructure requirements by determining location and placement of fiber, terminal equipment, wireless access points, and other communications hardware on an as need basis



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- Assists in development of departmental and District policies regarding aspects of Community Network System (CNS), which may include (but not be limited to) line extensions, gateway configurations, allowable transport protocols, pricing structures, bandwidth consumption, and content
- Assist in development of the budget, to include development of strategic goals and objectives for the department
- Monitor, update and resolve Helpdesk support tickets submitted by RSP's, NOC personnel, District System Operations, and CNS technicians
- Oversee and maintain the CN System Portal, or similar system, operation in coordination with vendor for ensuring that the portal remains functional, is kept up to date to meet current needs, and sustainable as the main database of customer data
- Must be available for occasional nights, weekend, and holiday work to assist with and/or respond to outages and other significant emergency situations.

### **Other Duties:**

- Must work directly or indirectly with District customers on a regular, ongoing basis. Must provide a high level of professional, prompt, efficient, accurate, courteous, and reliable service in such a manner as to reflect favorably on the District and to ensure high quality service to District customers.
- Understand and demonstrate a commitment to the P. U. D.'s mission, vision, core values, and strategic plan.
- Adhere to all safety policies and procedures. Promote a safe work environment for all employees, contractors, and customers, in order to ensure a reliable workforce and an educated community.
- Be respectful of all employees and customers, listening to their requests and understanding their needs.
- Act as a responsible steward of public assets and trust. Foster open and honest communications, listen, and understand other perspectives.
- Foster teamwork and promote unity of the District and its departments.
- Remain current with information and industry technology and apply training and experience to real world problems
- Ensure adequate cross training within the department for critical tasks and processes
- Perform other duties as assigned.



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### **Education, Experience, & Training Required**

Thorough knowledge and understanding of the principles and industry practices in the solution of communications engineering and networking problems. Directly related knowledge of open access fiber communication FTTP and FTTH systems and technology.

Demonstrated interpersonal skills including clear and concise communication both in writing and verbally; communicate and work effectively with all levels in the organization as well as the general public, vendors, consultants and governmental agencies. Ability to use independent and discretionary judgment and to manage confidential information. Ability to use independent and discretionary judgment; manage confidential information.

These qualifications are usually exhibited by a person with an Associate of Science Degree in a networking, network engineering, communications, or similar technical networking field, and four years of hands on experience working with communications and network technologies.

Certification as a Cisco Certified Network Associate CCNA or Cisco Certified Network Professional is preferred.

Familiarity with network security, back-up & recovery, communications topology & network configuration. Demonstrated ability to apply the use of monitoring and alerting technologies such as SNMP, MRTG or PRTG, and Solarwinds

Computer software requirements include a solid and thorough working knowledge of relevant application programs, including but not limited Excel, Word, Access, Visio, etc. A basic understanding of GIS mapping software and usage is a plus.

### **Other requirements if box is checked**

- Valid driver license
- CDL Endorsement
- Professional license or registration
- Post-offer drug test
- Post-offer background check
- Apprenticeship or other education/training required as a condition of employment, progression or advancement

### **Physical Requirements**

- Most working time is sedentary in nature, or standing/walking primarily in a controlled office environment. Occasional trips to other District work sites and other locations for project work, meetings, training, etc.
- Frequent use of a computer and exposure to terminal screens.
- Frequent repetitive hand/wrist motions and finger manipulation.
- Frequently handle material of moderate weight, up to 15 pounds and occasionally 35-40 pounds.
- There is occasional exposure to hazards or risk of injury that are primarily protected against or predictable.
- Typically requires use of one of more senses of medium intensity and long duration.
- Under regular pressure to meet deadlines, perform tasks with a high degree of accuracy, process a large volume of work and resolve issues related to business needs of the District.



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Approvals:

_____ <b>Employee</b>	_____ <b>Date</b>
_____ <b>Supervisor</b>	_____ <b>Date</b>
_____ <b>Human Resources Manager</b>	_____ <b>Date</b>
_____	_____

Public Utility District No. 1 of Pend Oreille County is a publicly owned municipal corporation organized under the laws of the State of Washington. The primary purpose of the PUD is the efficient generation, transmission and distribution of electrical energy, as well as the provision of water and wholesale broadband services. The PUD serves the residents of Pend Oreille County and operates on revenues from the sales of its utility services. Employment at Pend Oreille County Public Utility District is at-will. This job description is not a contract of employment. Signing of this document is an acknowledgement of responsibilities assigned to this position.