**Job Description**

**JOB TITLE**: **Commercial Services Technician**

**EEO CATEGORY:** Professional/2

**FLSA STATUS**: Non-Exempt

**REPORTS TO**: Director, Advanced Commercial Support

**ON-CALL DUTY**: 24h/7d

**BASIC PURPOSE:**

• Maintains and further develops the Company’s network to support Advanced
Commercial Services.

• Deploys and maintains customer premise equipment and infrastructure up to the core network.

**JOB DUTIES AND RESPONSIBILITIES:**

• Maintains the company’s access infrastructure equipment, i.e., routers, modems, and other computer related software and hardware.

• Installs and maintains customer premise equipment, i.e., routers, switches, and media converters.

• Engineers, provides and installs data and voice solutions for commercial customers.

• Provide technical support to sales staff in determining possible application of company products to meet customer requirements.

• Works with vendors and customers to ensure quality installations and maintenance programs for commercial customers in compliance with current SLA’s.

• Troubleshoots and resolves network performance problems.

• Reports network security and abuse issues.

• Generates management reports on various system & network metrics.

• Maintains department inventories and system documentation.

• Travels to systems on a regular basis to provide ongoing customer and equipment support and maintenance.

• Provides training and support to Associate CSE’s.

• Performs other duties as required..

**Vyve Broadband**

**REQUIRED QUALIFICATIONS:**

• Bachelor's Degree in Computer Science or an equivalent combination of work experience, training, and education

• 2-5 years of business experience in the Telephone or Data Industries.

• Must have networking industry certifications (ENA, CCNA, CCNP, Network+, etc.).

• Demonstrated knowledge of HFC Broadband network architecture, CMTS access, and
DOCSIS standards.

• Demonstrated knowledge of Network Capacity Planning, Performance.
Monitoring/Management and Network Design Architecture.

• Demonstrated knowledge of various Networking Architectures and protocols; e.g.
TCP/IP, ATM, SONET/SDH, RPR, DWDM, VPN’s (IPSEC, PPTP), Frame Relay,
10/100/1000 Base-T, Wireless.

• Experience testing and troubleshooting networks with any of the following: protocol analyzers, bit error rate testers, traffic generators, network packet sniffers.

• Requires ability to work nights, weekends, and on-call times.

• Requires willingness to travel, excellent interpersonal and relationship skills, and an innovative approach to problem-solving.

• Must have strong customer service skills and be committed to providing quality service in support of departmental goals.

• Must have a valid driver’s license for driving a company vehicle.

• Loading and unloading of parts, tools and equipment required. Bending, stooping, walking, and lifting in excess of 25 pounds required.

• Working knowledge of OSS Framework and processes – related to TMN Model
(“Telecommunications Management Network”).

• Demonstrated experience in designing, configuring, and deploying Cisco and Extreme
Networks equipment. Including demonstrated knowledge of common routing concepts and protocols, including, RIP, RIPv2, BGP, OSPF, IS-IS, Multicast, Ipv6 and MPLS.

• Demonstrated Personal computer skills with Microsoft Office applications Excel, Word,
Visio, etc.

Job Type: Full-time