



## One-of-a-Kind Career Opportunity

### - Network Technician -

PANGAEA Internet, a non-profit service provider, is seeking a technology professional for the position of Network Technician. Functional areas of the position include direct management or support of the fiber optic network; network switches and routers; network monitoring; network projects, vendor relationships; customer service, and network planning. Prefer three or more years' experience, related to network management, information technology, telecommunications, fiber optic transport solutions/equipment design, maintenance, and monitoring. Two or four year degree (Computer Science, Telecommunications, Network Engineering or related technical field) and Cisco experience also preferred.

Apply today...send cover letter, resume, and salary/benefit history via email to  
[pangaearecruiting@gmail.com](mailto:pangaearecruiting@gmail.com).

Expected starting compensation is between \$55,000 - 65,000 a year plus full benefits. The primary work location is PANGAEA's office in Tryon NC.

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*PANGAEA Internet's nonprofit mission is to deliver affordable, reliable connectivity and services for our region. This mission will enhance economic development, improve the quality of life, and create a broad platform of innovation enabling underserved areas.*

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### Position Overview

This position has direct responsibility for PANGAEA's fiber network management, network monitoring, vendor management and project management as determined by the Operations Director and Executive Director. The Network Technician will assist the Operations Director in other functional areas like equipment management, customer service and sales support, software support, network planning and budgeting. The Network Technician also serves on PANGAEA's Technical Committee.

The Network Technician will provide first level problem resolution on technical and service-related problems and function as back-up and support to the Operations Director. As such, the position will be on-call after normal business hours to provide technical support to customers.

### Essential Functions

All areas of responsibility listed below are essential to the satisfactory performance of this position by any/all incumbents, with reasonable accommodation, if necessary. Any non-essential functions are assumed to be included in "other assigned duties as required."

- Fiber Management: Manage, enhance and update the fiber mapping software and database; analyze fiber utilization and complete forecasts; coordinate all fiber installations, maintenance and repair; and design all customer installations and complete all installation cost estimates. In addition, manage the NC 811 locating process and coordinate all required encroachments and easements.

- **Equipment Management:** Assist Operations Director to install, maintain, update, and repair all network routers, switches, office computers, and the community Wi-Fi equipment.
- **Network Management & Monitoring:** Perform all required monitoring of customer usage, network equipment utilization and performance, IP vendor network performance and bandwidth supply, and Wi-Fi network performance. Manage IP database and support Operations Director on IPV6 conversion. Implement network security measures as required.
- **Project Management/Vendor Management:** Perform project management for all network equipment proposals and plans through the following activities:
  - Manage vendor relationship, new pole attachment requests and attachment tracking with all utility pole owners
  - Support all residential internet service providers and the PANGAEA 2-countywide residential broadband project
  - Establish equipment requirements for customer installations and network performance
  - Vendor/subcontractor negotiation, selection, and evaluation
  - Attending meetings, conference calls, and on-site customer visits
  - Look back project reviews as needed
- **Customer Service & Sales Support:** Provide outstanding first level customer support including 24/7/365 on call duties. Also actively seek new sales prospects along PANGAEA's fiber route and present sales leads to Executive Director.
- **Software Support:** Develop a strong knowledge base and provide IT support for all software utilized by PANGAEA, including Microsoft Office, Sales Force, PRTG, ARCGIS as well as the PANGAEA website.
- **Budgeting & Planning:** Provide all required inputs to the Operations Director for the five year network plan and capital budget
- **Documentation:** Provide asset management and inventories of all network equipment including:
  - Maintaining up-to-date reports
  - Managing and maintaining equipment inventory databases
  - Updating technical manuals and written procedures
- Assume responsibility for all duties of Operations Director in his/her absence
- Perform other assigned duties as required

#### **Knowledge, Skills, and Abilities Requirements**

- Strong technical skills with three or more years' experience, related to network management, information technology, telecommunications, fiber optic transport solutions/equipment design, maintenance, and monitoring; two or four year degree (Computer Science, Telecommunications, Network Engineering or related technical field); Cisco experience preferred
- Must be proficient with network infrastructure technologies (routing, switching, cabling, wireless, etc), security technologies (firewalls, patch management, etc), and hardware/software (network operating systems, LAN equipment, telecommunications equipment, and communications technologies)
- Ability to develop and analyze network design, architecture, protocols, topology, configuration and provisioning platforms
- Good mechanical, light construction, and troubleshooting abilities
- Strong working knowledge of Microsoft applications such as Word, Excel, Access, PowerPoint, Visio, Outlook and mapping software
- Excellent verbal and written communication skills, with ability to explain complex technical terms in simple, customer-friendly terms

- Strong interpersonal skills, committed to exceeding customer expectations and working well within a team environment
- Strong analytical skills, able to design workable solutions to problems in a timely manner
- Proven work ethic with record of being reliable, trustworthy, highly self-motivated, well-organized, and able to identify and prioritize tasks and complete them with little or no supervision

### **Working Conditions and Physical Requirements**

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

The work is typically performed in an office environment and at client site locations, which requires proper safety precautions; work requires some physical effort in the handling of materials on occasion. The employee must regularly lift and/or move up to 25 pounds, and occasionally lift and/or move up to 100 pounds.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to sit, reach with hands and arms, and talk or hear. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and depth perception. The noise level in the work environment is usually moderate.

The primary work location is PANGAEA's office in Tryon NC. The employee must have a valid driver's license and the ability to safely operate the PANGAEA service vehicle. A substantial amount of time will be spent out of the office visiting customer sites and caring for the PANGAEA network in Polk and Rutherford Counties, NC. On occasion, the work requires the employee to be outdoors, and therefore may involve exposure to all types of weather conditions, including extreme heat/cold and precipitation.