



Columbia Power & Water Systems

Job Description

Job Title: Broadband Network Analyst

Effective Date:

Department: Broadband

Reports To: Vice President of Broadband Operations

Classification: Exempt

Job Purpose: To oversee the Broadband Internet Network operations and to assist the Vice President of Broadband Operations, Broadband Technical Operations Manager, and the Broadband Plant Manager.

Duties/Responsibilities:

- Oversee the overall technical operations for inside plant facilities for data networking, fiber optic performance, and Internet service operations
- Daily use of CPWS internal and external leased software for ticketing, provisioning, auditing, billing, and status monitoring of key equipment
- Direct commercial customer contact via inbound phone calls and on-site service calls, as needed. Also serve as the third escalation level in resolving customer complaints
- Working knowledge of video services for analog, digital, and High-Definition platform, and willingness to learn all aspects of video operations from dish to set top converter
- Internal resident expert of all things Internet related, including cable modems, routers, Wi-Fi services, e-mail, IPv4 and IPv6 addressing, IP route tests, speed tests, and ability to resolve escalated service issues
- VoIP service including packet errors, battery life, house wiring tests, and porting numbers for commercial customers
- Complete ownership on ticket requests regarding porting numbers, trouble requests, NOC issues, and service impacting issues for the end user(s)
- Resolve and repair any escalated issues reported from the integrity checks of video services, Internet service, key equipment status, and any item that is below standard
- Provide internal support for escalated issues involving FTTx provisioning and/or troubleshooting of CPE and Data Center equipment
- Process vendor invoices from vendor specific invoices related to the Data Center equipment
- Key contact person in commercial account equipment set-up, troubleshooting, and problem resolution

- Willingness to obtain certifications from Cisco, Red Hat, and Fiber Broadband Association
- Working knowledge of CentOS and willingness to learn other software management tools
- Working operational knowledge of high-capacity servers with monitoring and troubleshooting
- Working knowledge of Cisco equipment including catalyst, ASR routers, and ASA units
- Subject to stand-by, after-hours, and/or emergency call-out
- Other duties as assigned

Required Skills/Abilities:

- Acknowledge and adhere to all CPWS policies
- Regular attendance at work
- Perform duties safely without endangering self, others, and the public
- Ability to read and understand instructions and job-related material (blueprints, drawings, orders, safety data sheets, distribution maps, Visio, manuals, etc.)
- Ability to use eyes, hands, and fingers to operate computer keyboard quickly and accurately
- Ability to identify all colors for purposes of working with fiber optic cables
- Ability to manage multiple tasks
- Ability to be organized and detail oriented in order to coordinate with various utilities and maintain reports and records
- Ability to make good decisions and accomplish duties without close supervision
- Ability to write
- Ability to follow instructions
- Ability to deal with people in a courteous manner
- Ability to work inside and outside and be exposed to noisy places, fumes, chemicals, toxic substances, and machinery
- Ability to be exposed to weather conditions that are cold, hot, rainy, and windy

Physical Requirements:

- Ability to occasionally lift 0 - 20 pounds
- Ability to lift and/or carry objects weighing 0 - 10 pounds for 2 hours a day
- Ability to walk
- Ability to sit for 2 hours at a time
- Ability to use eyes, hands, and fingers to operate electronic equipment
- Ability to talk, see, hear, reach, handle, and feel

Education, Experience, and Qualifications:

- High School Diploma or equivalent required

- Valid State of Tennessee Driver's License required
- Two (2) or more years job-related experience in an Internet Service Provider network and/or data environment preferred
- Certifications in Cisco, Red Hat, Microsoft, or CentOS preferred

Residency Requirements:

- Must reside within a CPWS service territory or Maury County due to the position being subject to stand-by, after-hours, and/or emergency call-out

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that additional and/or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, workload, rush jobs, or technological developments). This job description does not constitute a written or implied contract of employment.