



## JOB DESCRIPTION

- I. JOB TITLE:** Network Engineer III  
**DIVISION:** Technical  
**LOCATION:** Oxford, MS  
**DEPARTMENT:** Network Operations

**II. JOB SUMMARY:**

- A. The Network Engineer III is a position of significant relevant technical experience responsible for providing the IP/Internet expertise necessary to build, monitor, upgrade and troubleshoot the company's customer network and associated facilities. The Network Engineer III is considered a "generalist" in needing to know about everything within the department in order to design, build, and troubleshoot networks and issues.
- B. The Network Engineer II reports directly to the VP of Network and Technical Operations.
- C. The Network Engineer II interfaces with the following key departments and outside sources:

Interface Contact

MaxxSouth and Shared Services Engineering staff  
MaxxSouth Technical Operations staff  
Telesystem Network Surveillance  
Customer Service and Help Desk staffs  
Marketing Department  
Telecom transport vendors  
Equipment and software vendors

Regarding

Plant transport and design issues  
Plant transport and maintenance issues  
Service issues and planned maintenance  
Service issues affecting customers  
Product performance and development  
Traffic transport of the Internet backbone  
Network components and administrative tools

**III. ESSENTIAL JOB FUNCTIONS:**

The Network Engineer III is accountable for:

- A. Managing trouble resolution and project work in accordance with priorities set forth by the department or company
- B. Performing routine maintenance and administrative functions on all company-owned IP-network equipment and associated servers and routers
- C. Ensuring that problems and outages are responded to and resolved in accordance with internal "service level agreements"
- D. Document, Review and Execute MOP's and SOP's for existing and new equipment deployments to ensure interoperability and Network availability
- E. Develop and Document best practices in regards to troubleshooting techniques for new and existing equipment, to aid in continuous improvement in relationship to MTR (mean time to repair)
- F. Acquiring and maintaining an up-to-date knowledge of all equipment and software employed to deliver IP services
- G. Managing all troubleshooting and project work in accordance with priorities set forth by the company
- H. Serving in an advisory capacity to internal business units such as Marketing, Product Development, and Customer Service staff on customer IP network issues and capabilities
- I. Planning and executing server and network upgrade projects
- J. Ensuring the security of the company's facilities against any and all unsolicited and unauthorized access
- K. Developing and maintaining appropriate and current documentation as to the topology and specifications of the network, and all necessary support and maintenance tasks
- L. Adhering to the Company's policies and procedures, including the EEO guidelines and safety, at all times
- M. Adhering to all department practices, procedures, and policies
- N. Performing any miscellaneous departmental duties as assigned

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#### **IV. JOB REQUIREMENTS:**

##### **A. Education and Experience**

- High School Diploma/GED--Required
- Bachelor Degree – Major in IT, LAN, Telecommunications, Engineering or related technical degree - Preferred or equivalent on the job experience
- Advance Level Certification from CISCO, Juniper, etc.
- 5 to 10 years prior networking experience— Required
- Advanced knowledge of OSI model Layers 1-3
- Advanced knowledge of VoIP protocols: SIP, RTP, RTCP - Required
- Advanced knowledge of routers/switches – Required
- Advance knowledge of industry routing and switching protocols (BGP, OSPF, STP, etc.)
- In depth understanding of Ethernet
- Detailed knowledge of QoS technology (DiffServ, RSVP, Queuing, and Traffic Policing)
- In depth understanding of IP network security support including Firewalls and NAT implementations
- Detailed knowledge of Cisco and Juniper routers, switches and firewalls
- Knowledge of DOCSIS and Edge Network systems (CMTS, EQAM, DTI)

##### **B. Skills Required**

- Intermediate collegiate Math skills
- Demonstrates ability to read, write, and speak English in clear, concise sentence structure with accurate spelling and grammar
- Demonstrates ability to work effectively as a team member
- Evidence of problem-solving ability
- Evidence of good organizational skills
- Demonstrates careful attention to detail
- Demonstrates ability to work independently, with little or no supervision
- Demonstrates ability to meet scheduled and unscheduled deadlines
- Demonstrates ability to bring projects/assignment to completion within required time frames
- Demonstrates ability to give clear direction/leadership to coworkers and other contacts

##### **C. Other Requirements**

- Presents professional business office demeanor through verbals and non-verbals
- Presents self positively to the public
- Demonstrates positive attitude under pressure to co-workers and other contacts
- Valid Driver's license and driving record that meets Company standards at all times
- Acceptable background record that meets Company standards
- Confidentiality; must sign Confidentiality Statement

#### **V. PHYSICAL REQUIREMENTS**

Walking, standing, stooping, sitting, driving, hearing, talking, lifting (up to 50 pounds), vision (close, distant, color, depth perception, adjust focus), and use of hands and fingers (grasp, hold, pick-up, rotate, keyboarding, etc.)

#### **VI. USE OF COMPANY RESOURCES, EQUIPMENT AND CONFIDENTIAL INFORMATION**

Company resources, equipment, and information are provided to employees to facilitate work. They may not be used for purposes other than work without proper authorization. Any unauthorized use of Company resources, equipment, or information is strictly prohibited. Any unauthorized use of customer data or any other company information gained via any company resource is a breach of confidentiality and is strictly prohibited. Any unauthorized use of company resources, equipment information, and/or breaches of confidentiality may be cause for termination of employment.

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