

Network Operations Technician (Medina Ohio)

The Network Operations Technician is responsible for ensuring continuity of an Internet Service Provider business and fulfilling daily Operational tasks required by Medina Fiber. The job requires a wide range of skills and diversity of work experience. The Network Operations Technician is expected to work both independently and with contractors for construction, operations and maintenance of a GPON fiber optic communications network. The Network Operations Technician must be well-trained and competent in troubleshooting techniques and finding resolutions for problems as they arise.

Network support duties will include both active and passive network components, OSP and ISP fiber optic cables and equipment, indoor and outdoor customer premise equipment, support for customer service orders, and control/monitoring/troubleshooting of the network's operation. The Network Operations Technician will report directly to the Director of Operations, but will work with the various local team members, construction team, and with contractors to ensure the network is planned, constructed, maintained, and operated to Lit Community standards.

Specific Responsibilities of the Network Operations Technician

- Serve as a “first responder” for network events which may include IP network alarms & disruptions, PON network issues, fiber cuts, field cabinet issues, and other various network impairments. Responsible for resolving network events or engaging appropriate fix agents as required to resolve issues.
- Serve as a support resource for resolving customer complaints, ISP service issues, and installation challenges. This will include interaction with employees, contractors, and customers as needed to resolve issues and may require visiting customer premises if necessary to resolve problems.
- Management, oversight, and support for field cabinet installations for both active and passive GPON equipment. This may will include interaction with municipal and utility permitting authorities, contractors, construction resources, and engineering groups as needed to support cabinet installation and support.
- Provide fiber network maintenance, service, and splicing as needed to maintain the optical network. This will include fiber splicing, optical troubleshooting and maintenance work, physical audit of existing splice enclosures, optical testing and measurements, and other support as required.
- Drive, maintain, and operate heavy support equipment for the network including bucket trucks, fiber optic splicing trailer, ladders, portable standby generators, etc.
- Maintain and operate various network test equipment including OTDR, fusion splicer, optical cleaver, VFL, VOM, IP network diagnostic equipment & scanners, etc.

- Maintain proficiency in various software systems for supporting the network including fiber mapping systems, billing systems, ticketing systems, monitoring systems, etc.
- Maintain and promote safe working conditions when working with bucket trucks, ladders, active fiber optic equipment, and other potentially dangerous situations.
- Conduct business activities with considerable independence without direct supervision, at customer locations or remote locations, and during on-call shifts or after normal working hours.
- Various other tasks as required to ensure business operations, continuity of service, and comprehensive support for the local FTTH network.

Network Operations Technician Qualifications

- 5+ years of broadband operational experience.
- Proficient in MS Office Word and Excel.
- Ability to communicate effectively with all levels of internal staff and contractors.
- Ability to communicate effectively with both residential and commercial customers.
- Skilled at solving the conflicts between different project members and staff.
- Excellent organizational skills including documentation, labeling, and records keeping.
- Excellent skills for troubleshooting, problem solving, and persistence to find resolutions for issues.
- Local to Medina, OH or willing to relocate

Lit Communities Equal Opportunity Program Policy

The employees of Lit Communities represent a talented and diverse workforce. Achieving the full potential of this diversity is a business priority that is fundamental to our competitive success. A key element in our workforce diversity programs is Lit Communities commitment to equal opportunity.

Business activities such as hiring, promotion, and compensation of employees, are conducted without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, situation or age. These business activities and the design and administration of Lit's benefit plans comply with all applicable laws, including those dealing with equal opportunity. For qualified people with disabilities, Lit Communities makes workplace accommodations that comply with laws applicable to the company, and which Lit Communities determines are reasonable and needed for effective job performance. In respecting and valuing the diversity among our employees, and all those with whom we do business, managers are expected to ensure a working environment that is free of all forms of harassment.

This policy is based on sound business judgment and anchored in our Lit Communities values. Every manager at Lit Communities is expected to abide by our policy, and all applicable laws on this subject, and to uphold our commitment to workforce diversity.