Gila River Telecommunications, Inc.

JOB TITLE: Senior Network Engineer

REPORTS TO: Network Services Manager

DEPARTMENT: Network Services

STATUS: Exempt

_____

JOB SUMMARY:

The Senior Network Engineer is responsible for architecting, maintaining, and advancing Gila River Telecommunications Inc. (GRTI) and its subsidiary's voice, data, and security infrastructure. This team member works closely with the Network Services Manager to develop short and long-range technology plans and helps design and operate networks. The Senior Network Engineer securely implements, monitors, troubleshoots, and maintains the company's networks to ensure high availability, scalability, and optimal performance while providing professional, courteous, and timely technical support.

_____

PRIMARY JOB DUTIES:

- Identify training needs and conduct training sessions related to GRTI support technology related software and applications, coordinate and perform identified trainings.
- Support short and long-range technology planning, and aid in the design and construction of GRTI's networks.
- Configure, install, and operate various network devices and services including routers, switches, firewalls, and network software systems
- Research and recommend technical products and services that promote GRTI as an attractive and competitive service provider for residential, business, and governmental customers.
- Work with product team to develop and define voice, data, and transport service offerings for all customer types.
- Provide input for capital budgets, operating expense budgets, and work plans.
- Plan, coordinate and implement capital projects as assigned by the Network Services Manager.
- Evaluate innovative technologies to support company growth and expansion by documenting design requirements, costs, network impact, and business drivers.
- Monitor network performance to ensure optimization, availability, and reliability in addition to tracking system resource utilization and trending in support of capacity planning.
- Attend various meetings with management, departments, and vendors.

- Coordinate activity with equipment manufacturers, contractors, suppliers, vendors, and other partners.
- Design circuit plans and originate work orders from word docs and work orders, as requested, including Access Service Requests (ASR).
- Plan and perform network maintenance and system upgrades during maintenance windows while working within established configuration and change management policies to ensure awareness, approval, and success of changes to network hardware, software, and operating systems.
- Install, test, troubleshoot, and repair voice and data circuits to meet customer requirements.
- Troubleshoot, test and turn-up circuits/trunks.
- Manage IPv4 and IPv6 address space, work with ARIN and IP brokers, as necessary.
- Provide tier 3 technical support to internal and external customers.
- Escalate network hardware and software issues to vendor technical support groups to promote quick and efficient trouble resolution.
- Create and maintain comprehensive network diagrams and documentation.
- Create, support, and adhere to security policies and frameworks such as NIST, SOC and COBIT.
- Select and implement security tools and policies that support industry best practices.
- Assist Sales Engineers in designing carrier-grade WAN solutions for wholesale, carrier, and business customers.
- Identify and inform management of Network Services department deficiencies and workforce gaps.
- Mentor Network Engineering team members and address user needs.
- Collaborate with adjacent departments and outside consultants to design and implement secure, optimally configured network infrastructure.
- Communicate with residential and business subscribers and the Community (tribal government) about equipment installations and maintenance events.
- Coordinates switch upgrades and network software patches with vendors and field personnel.
- Ensure current copies and backups are completed on a timely basis on all digital switches.
- Dispatches transport when resolving internet system problems for prompt results.
- Perform other duties as assigned.

SKILLS AND COMPETENCIES

- Knowledge of the IP telecommunications industry, plant operations, technology, network, and customer premise equipment.
- Knowledge and thorough understanding of the design and operation of a telephone system, digital central office switching, fiber optic facilities, subscriber carrier, subscriber plant, and special circuit design.
- Proficient knowledge of voice and data equipment including SoftSwitch switching platforms, call feature servers, STPs, session border controllers, gateways, routers, firewalls, and switches, OLTs, ONTs.
- Proficient knowledge of voice and data networks including TDM, SS7, GR-303, VoIP, MPLS, Ethernet, QOS, VPN, SIP, PseudoWire, DWDM, PON Services (including G and XGS), ethernet switching, IP routing, and Wi-Fi.
- Experienced in configuring firewalls made by vendors such as Cisco, Juniper, Palo Alto, SonicWALL, and Meraki.
- Familiarity with L2 transport delivery utilizing equipment vendors including Calix, Adtran, Accedian, Cisco, and Juniper.
- Thorough understanding of advanced routing and switching protocols such as BGP, OSPF, EIGRP, ISIS, MPLS, Segment Routing, EVPN, and L2VPN.
- Skilled in configuring VoIP services in a controlled environment utilizing best practice QoS settings.
- Experienced in designing and configuring DWDM wave services.
- Familiar with long-haul fiber route verification and procurement.
- Strong understanding of mobile back-haul network deployment strategies.
- Experienced in deployment and support of SDWAN technologies such as Cisco Viptela, Juniper Contrail, Meraki, CradlePoint, and VMware VeloCloud.
- Proficient in varying physical and virtual environments, including Microsoft, Linux and macOS.

- Strong understanding of cloud-hosted networking environments including Azure, AWS, Oracle, and IBM.
- Understanding, or ability to learn, RUS specifications, industry standards and regulations, and data compliance requirements.
- Ability to communicate with customers, employees, and various business contacts professionally and courteously.
- Ability to independently organize work to ensure timely completion of projects and maximize productivity.
- Ability to research issues and resolve them such as network or equipment alarm reports, CALEA requests, etc.
- Highly organized with special attention to accuracy, details, and deadlines; ability to work with frequent interruptions.
- Use good judgment and reasoning skills to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Maintain strict confidentiality guidelines per company policy.
- Consistently demonstrate a high degree of integrity, honesty, and accuracy.
- Knowledge of, or ability to learn, applicable Federal, Tribal and State laws and codes, and industry practices, relative to the safe operation of all activities involved in network operations.

EDUCATION AND EXPERIENCE

- Bachelor's degree in electrical engineering, telecommunications, networking, or related technical field is preferred. High School Diploma (GED or High School Equivalence Certificate) is required.
- Five to seven years' experience in telecommunications planning and designing voice and data networks in an IP network setting.
- Professional-level and industry/technology certifications are a plus. These include: CCNP/CCIE Service Provider/Enterprise/Data Center/Security, Calix System Specialist, Metaswitch Certified Technician, etc.

Note: Any equivalent combination of education, training, and experience that would enable the applicant to satisfactorily perform and meet the duties required of the position may be considered in meeting the stated minimum requirements.

ESSENTIAL JOB FUNCTIONS

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

- Must be able to use hands, to sit, lift 20 lbs., stoop, bend, reach with hands/arms.
- Must be able to sit for extended periods.
- Requires the ability to speak, read, write, see, and hear to perform essential duties of the job. Must communicate clearly in English.
- Must be able to perform and complete multiple tasks.

ADDITIONAL REQUIREMENTS

- Will be asked to provide a 39-month driving record. Position requires insurability under GRTI insurer requirements.
- Will be required to pass a pre-employment drug test and background check.

As a matter of Company policy, all employment is on an at-will basis, meaning that employment shall last for so long as mutually agreeable. Either the employee or the Company may terminate the employment at any time with or without cause.

Preference in filling vacancies is given to qualified enrolled Gila River Community Members, other Indians, and non-Indian spouses of officially enrolled Community members in accordance with Tribal Employment Rights Office (T.E.R.O.) Ordinance (No. GR-02-09, Gila River Indian Community).

Gila River Telecommunications, Inc. is an Equal Opportunity/Affirmative Action Employer, subject to Indian Hiring Preference.