

# IRIS NETWORKS

## Management / Professional Job Description

Job Title Operations Tech Level 1

Department Engineer/ Operations

Job Reports To Director of Engineer/Operations

### Job Summary

The primary purpose of this position is to perform circuit acceptance testing for DS3, DS1, DS0, Voice Trunks and SS7 TRRACING; monitor traffic statistics and look for thresholds for troubleshooting; create trouble tickets and troubleshoot issues until resolved. Must be in on call rotating schedule to resolve problems. Perform and log building generator tests, and maintenance of DC power plant/fire protection systems in the central office. Monitor and troubleshoot fiber optic rings.

### Essential Job Requirements

1. Monitor switch operations for active alarms.
2. Monitor switching traffic statistics.
3. Open and resolve trouble tickets.
4. Perform Switch AMA billing backup procedures weekly.
5. Conduct preventative maintenance inspections for DC power plant monthly.
6. Conduct Building Generator tests monthly.
7. Escalate issues as described in Iris protocol.

### Nonessential Job Requirements

1. Perform other duties as required.

### Supervisory Responsibilities

1. None.

### Job Dimensions

1. No responsibility for company assets, such as revenues, capital expenditures, budget responsibility, financial responsibility, etc.

### Knowledge, Skills and Abilities

1. Minimum two-year technical/computer degree or at least two years industry experience.
2. Must be proficient in Microsoft and Unix applications.
3. Must possess excellent technical communications skills, with the ability to efficiently and effectively articulate complex situations to people with varying levels of technical proficiency.
4. Be able to manage his/her own work schedule with a minimum of supervision.
5. Proven track record of problem solving complex technical issues.
6. Must be able to adhere to protocols and government regulations.
7. Must be able to meticulously document activities relating to protocol and procedures.
8. Must possess strong customer service skills, with an emphasis on follow-through and updating people

at critical points in the resolution process.

9. Must approach the job at hand with a positive attitude.
10. Must possess the desire to continuously self-learn new technology.

### **Physical and Mental Demands**

1. Must be able to hear and talk constantly throughout the day.
2. Stands and walks 60% of the time, with infrequent time to sit.
3. Must constantly use vision for both near and far acuity, and discerning color.
4. Requires occasional lifting of up to 25 lbs.
5. Must be able to reach, handle, finger, and feel objects frequently.
6. Must be able to drive a car, when required, for work-related travel.
7. Must have the mental ability to analyze, problem-solve, read, compare, copy, compute, compile, coordinate and synthesize information and data.
8. Must be a methodical thinker, and able to understand and interpret technical information.

### **Environmental/Hazardous Conditions**

1. No exposure to hazardous or toxic chemicals.
2. Occasional risk of electrical shock and fire.
3. Must travel occasionally.

### **Equipment Used**

1. Office equipment such as computer, printer, telephone, copier and fax machine.
2. Automobile.

Approved by \_\_\_\_\_

Date \_\_\_\_\_

*Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*