

GCET

GREENFIELD COMMUNITY ENERGY & TECHNOLOGY

324 Main Street 2nd Floor • Greenfield, MA 01301
Phone (413) 775-6400 • info@GCET.net • www.GCET.net

Position: Network Technician

Greenfield Community Energy & Technology (GCET) is a city owned Municipal Light Plant. We provide critical telecommunications technology services to residents and businesses fostering community and economic development growth in the city of Greenfield, Massachusetts.

Purpose and Classification of the Position

The Network Technician reports to the Chief Technology Officer. They will assist the Chief Technology Officer with multiple aspects of network maintenance, configuration, and troubleshooting. This position also currently has responsibilities to Operations/Customer Service Manager to act as secondary contact for customer service when necessary and for after hours on call rotation. This job is classified as a remote/hybrid position where the employee will be expected to work in the office one day per week and work the rest of the week at home.

Responsibilities

- Configure, maintain, and troubleshoot switches, routers, firewalls, wireless access points (WAPs), gateways and other networking equipment (Ruckus, Juniper, MikroTik)
- Maintain documentation, inventory and detailed records of logical and physical network assets and topologies
- Support outside plant (OSP) team as primary technical contact for activation, troubleshooting of network components and devices.
- Support installation team as primary technical contact for activation and troubleshooting of Customer Premise Equipment
- Support operations/customer service team as secondary customer service contact as necessary
- Handle calls and escalations after hours and weekends as part of an on-call rotation
- Provision and fulfill network service orders and change requests as needed
- Actively perform standard operating procedures (SOPs) based on network, servers and other service based alerts.
- Diagnose and resolves Fixed Wireless Access (FWA) & Fiber to The Node (FTTN) outages Oversee provisioning, installation, and replacement of telecommunication network equipment
- Other duties as assigned

Qualifications

- Ability to communicate effectively
- Ability to work independently
- Ability to create accurate network diagrams and documentation for designing/planning systems
- Strong Problem solving skills