

**PIERCE PEPIN COOPERATIVE SERVICES
ELLSWORTH, WISCONSIN**

POSITION DESCRIPTION

NETWORK ENGINEER

STATUS: Full Time Hourly, Non-Exempt

I. POSITION SUMMARY

This position is responsible for the analysis, implementation, and maintenance of user/business requirements, procedures, and processes as they pertain to the network infrastructure and performs all functions of technology services used by the Cooperative, SwiftCurrent Connect (broadband subsidiary) and other areas. This position provides guidance in the development, planning and implementation of new technology for use by members, employees, and management.

II. REPORTING RELATIONSHIPS

- A. Reports to: Network IT Manager
- B. Additional reporting to: President and CEO

III. MAJOR RESPONSIBILITIES AND AUTHORITIES

Broadband Functions

1. Maintain fiber optic broadband network from circuit access to customer premise equipment.
2. Assists with internal and external phone/VoIP services, including design, configuration, and implementation of voice services.
3. Assists with broadband network hardware, including core routers, servers, network electronics, including work in telecom huts related to fiber services.

Utility Functions

4. Provides resources for communication needs including but not limited to internet and phone service, cell phones, AVL, AMI gateways, substation communications, and radio systems.
5. Works closely with other departments on SCADA, Load Control, Distributed Energy Management System, and other operational technology needs.
6. Identifies opportunities for process improvements, work with other team members to develop and implement best practices and new growth opportunities.

Essential And Strategic Functions

7. Responsible for cooperative IT needs and responsibilities including but not limited to communication systems, software, hardware, security systems, servers, and technology solutions.

8. Responsible for fiber optic broadband network, including troubleshooting Layer 2 and 3 equipment, core routers, and access equipment.
9. Perform detailed analysis of needs and resources, plan, and help select effective software applications and hardware for the cooperative.
10. Responsible for all software maintenance and ensures that all systems are on current patch levels.
11. Establishment of training programs for all users to ensure productive use of existing and new systems.
12. Works closely with consultants, after-hour contact centers, and other cooperative colleagues.
13. Performs research to improve proficiency in operation and adaptation of multiple software programs, applications, and hardware.
14. Provides leadership and oversight to ensure cyber security and physical security solutions are utilized to provide the highest level of security to the network system.
15. Leads cyber and physical security programs including training Cooperative staff and board of directors.
16. Provides input and assists in development of the IT operating and capital budgets.
17. Interacts with internal stakeholders and assists in the development, planning, and implementation of new technology, hardware and software for use by employees, members, and customers.
18. Maintain files and records so that they remain updated and easily accessible.
19. Become proficient in the applications, software, hardware, and other tools used in the Cooperative's business.
20. Assists with the administration of Cooperative servers, tablets, firewalls, switches, and all equipment associated with the network infrastructure.
21. Provides internal support to network users and troubleshoots problems related to the operations of PCs, servers, and tablets on the network.
22. Establishes, directs, and conducts training programs for all users to ensure productive use of existing and new systems and software programs; focus will be on broadband specific systems and programs.
23. Carries out and implements special projects and other assignments and directed.
24. Keeps supervisor informed by completing regular reports on a timely basis and advising of unusual situations or problems arise.
25. Cooperates with all employees in maintaining good working relationships. Must be willing to serve internal and external members/customers.
26. Demonstrates Cooperative shared values.
27. Learns and complies with all Cooperative Policies, Rules, and Regulations.

The **Network Engineer** shall be required to perform any other duties assigned to fulfill the objectives of the Cooperative. The **Network Engineer** may also provide backup support for neighboring cooperatives.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities of personnel so classified.

IV. INTERNAL RELATIONSHIPS

- A. PPCS employees and directors

V. EXTERNAL RELATIONSHIPS

- A. Vendors: To maintain cooperative relationships
- B. Members and Customers: To assist and to respond to questions and inquiries.
- C. Dairyland Power Cooperative (DPC)
- D. National Information Solutions Cooperative (NISC)
- E. Other Cooperatives

**POSITION SPECIFICATIONS
NETWORK ENGINEER**

Job Knowledge, Training and Experience:

1. Education: High school diploma or equivalent required; Post high school education in information technology or related field is required. Bachelor's Degree in information systems management, information technology or related field is preferred.
2. Experience: Minimum 2+ years' experience in related field is preferred. This position requires the application of Information Technology (IT) theory, as well as an in-depth knowledge of systems analysis, Windows Servers, VMware virtualization, networking, hardware, and software end-user support. Managed services provider / internet services provider experience is preferred. VoIP services configuration and/or support is preferred. Background in MPLS and BGP is preferred.
3. Certifications: Prefer certifications in one of the following areas: Network Certifications (A+, Network+, CCNA, etc.)

Equipment Operated: Position utilizes computers, workstations, servers, tablets, and other standard office equipment in the completion of duties.

Abilities and Skills: Must be able to carry out a variety of activities which require a high degree of accuracy and attention to detail. Should be able to organize and document work to meet deadlines. Must be able to diagnose and correct network, data communications, and computer problems. Preferred skills include Windows server and Linux administration and VoIP systems administration and configuration.

Physical and Mental Effort:

1. Must be able to sit, walk and/or stand for prolonged periods, up to 7 hours in an eight-hour day, with or without back support.
2. Must be able to perform light physical work, continuously lifting up to 25 pounds without assistance and infrequently lifting up to 50 pounds. Some lifting of computer equipment is required.

3. Must be able to communicate effectively on the telephone and in person to provide information and assistance.
4. Must be able to move throughout the buildings.
5. Must be able to reach in all directions and bend/stoop to store and retrieve items, use equipment, computer, and office equipment.
6. Must have dexterity and hand/eye coordination necessary to operate vehicles and equipment, computer keyboard and communication equipment.
7. Hearing activity requires the ability to provide assistance as necessary.
8. Must have the ability to maintain concentration and focus on tasks requiring timeliness and attention to detail.

Working Conditions: Must be able to complete job duties in an environment with some background noise and frequent interruptions.

Travel: Occasional travel (company vehicle or commercial vehicle) may be required.

After an offer of employment has been made, a physical exam is required which includes both drug and alcohol testing. Background checks will also be completed.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are primary to the performance of this job, and other job duties include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Revised: 08/02/2023

Pierce Pepin Cooperative Services reserves the right to revise or change the job responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.