

CENTRAL NEW MEXICO ELECTRIC COOPERATIVE, INC.

POSITION DESCRIPTION

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| JOB TITLE: Broadband Network Technician | FLSA STATUS: Non-Exempt |
| REPORTS TO: Broadband Manager/IT Manager | SALARY GRADE: 6 |
| DEPARTMENT: Broadband Division | LOCATION: |
| <p>APPROVED BY: <u>Rebecca Mirabal</u> <u>1-29-25</u> <i>Department Head</i> <i>Date</i></p> <p><u>Alena Br</u> <u>1-29-25</u> <i>CEO</i> <i>Date</i></p> <p><u>Suzette V. Durso</u> <u>1-29-25</u> <i>Human Resources</i> <i>Date</i></p> | |

Job Summary

Under the direction of the Department Head, the Broadband Network Technician is responsible for maintaining and optimizing the Cooperative's broadband network ISP infrastructure, as well as providing technical support to Broadband Field Technicians. The ideal candidate will have a strong background in configuring and managing Calix FTTX (Intelligent Access) access network equipment and Juniper Networks (MX, EX, QFX, SRX, ACX) Series routing and switching devices. This role requires a proactive professional who thrives in a fast-paced environment and is committed to delivering excellent service.

Essential Duties and Responsibilities

- Configure, monitor, and maintain Calix FTTX (Intelligent Access) access network equipment, including provisioning new subscribers and managing broadband network resources.
- Administer and troubleshoot Juniper Networks core network equipment, ensuring optimal performance and network reliability.
- Design, implement, and maintain VLANs, QoS, and other network configurations to support residential and enterprise services.
- Perform regular firmware and software updates, ensuring compliance with industry standards and security best practices.
- Collaborate with NRTC NOC engineering team to optimize network performance and scalability.
- Monitor network health using tools such as SNMP, syslog, and other network monitoring platforms.
- Respond to and resolve network outages, service interruptions, and escalated technical issues in a timely manner.
- Provide technical support as needed to Broadband Field Technicians.
- Maintain and update documentation for network configurations, processes, and procedures.
- Assist in the planning and deployment of new network infrastructure and expansions.
- Stay current with industry trends and emerging technologies to suggest improvements and upgrades.
- Performs other miscellaneous job duties as assigned.

Minimum Qualifications

Bachelor's degree in Computer Science, Information Technology, Computer Networks and Cybersecurity, or a related field and at least 3 years of experience in telecommunications network

administration or a similar role or a combination of education and experience providing equivalent knowledge.

Knowledge, Skills and Abilities

- Hands-on experience with Calix access network equipment (e.g., E7-2 platforms) and/or related systems.
- Proficiency in configuring and managing Juniper Networks equipment, such as MX, EX, ACX, SRX, and QFX Series devices or related systems.
- Strong knowledge of network protocols, including TCP/IP, OSPF, BGP, VLANs, SNMP, and QoS.
- Experience with network monitoring and troubleshooting tools (e.g., OpIntel, Wireshark, SolarWinds, Zabbix, Junos Space).
- Familiarity with fiber optic network principles, including GPON and XGS-PON technologies.
- Excellent problem-solving skills and ability to work independently or as part of a team.
- Strong communication skills and ability to document technical processes clearly.
- Must become familiar with Cooperative policies and procedures.
- Ability to communicate with outside vendors, and other employees, and deal with a diverse set of problems requiring the ability to research issues as they develop.
- Industry certifications such as JNCIA, JNCIP, or equivalent (CCNA, CCNP) are highly desirable.
- Ability to maintain confidentiality.
- Must be able to take direction on a variety of projects simultaneously and meet established deadlines.
- Ability to project a favorable image for the Cooperative.

Working Conditions and Physical Effort

A person in this position usually has sufficient time to complete most tasks, although situations that arise may create a stressful environment. There are opportunities to relax from any physical exertion or to change position in work activities.

- **Physical Effort and Dexterity:** Frequent physical activity to include sitting, standing, walking, stooping, bending, reaching, crawling, lifting and carrying computer equipment under 50 pounds.
- **Machines, Tools, and Equipment:** Required and capable of operating and maintaining a Microsoft Windows environment.
- **Visual Acuity, Hearing, and Speaking:** Comfortable in speaking with individual managers and employees in support or training situations in person and over the telephone. Must be able to communicate clearly and accurately in both written and verbal forms. May be required to present to staff personnel.
- **Environment/Working Conditions:** Primarily office work subject to irregular and long hours during emergencies. Employee in this position should live within a reasonable distance of the Cooperative. Subject to on call at any time. Normal office safety precautions and practices are required. Position may require travel inside and outside the Cooperative's service territory.

Note: The preceding statements describe the general nature and level of work performed by the individual assigned to this position. This is not an exhaustive list of all duties, responsibilities and skills required of this position. Nothing in this job description restricts management's right to assign or reassign duties, tasks and responsibilities to this job at any time.