**Network Transport Technician**

**SUPV:** Director of Central Office **DEPT:** Central Office Operations

**FLSA Classification:** Full-Time/Non-Exempt **LOCATION:** Houston

**Job Summary:**

The Network Transport Technician plays a pivotal role in ensuring the smooth operation of Logix's network infrastructure. Collaborating with other departments and external vendors is essential to ensure seamless operations and timely resolution of issues. Overall, the Network Transport Technician plays a critical role in maintaining the integrity and reliability of Logix's network infrastructure.

**Competencies:**

* Responsible for understanding and adhering to company policies and living the Logix values
* Deliver timely results, ensure output is accurate and of high quality, focus on reliability
* Build domain knowledge and awareness of industry best practices
* Aware of larger strategy; complete tactical actions to support strategy and can contribute to discussions
* Competent in own role; aware of adjacent roles
* Understand position in company's value chain and impact on other roles
* Communicate clearly and ask questions for clarification
* Escalate risks to leadership

**Supervisory Responsibilities:**

* None

**Logix Culture:**

Each team member has a responsibility to support and operate in alignment with our culture and company values. The behaviors and actions for each value may be different depending on the team member’s role and are critical to both the success of team members and the company.

**Duties/Responsibilities:**

* Provision customer orders, place, and remove cross-connects in Digital Cross Connect Systems.
* Maintain and perform trouble and alarm isolation on Network Hub Switches, Digital Cross Connect Systems, and other network elements.
* Maintain Office Batteries, Power Plants, and Emergency Generators.
* Install, maintain, and provision Transport and MUX equipment in the Network Transport Hub office and at collocation sites, Data Centers, and customer sites as necessary.
* Interact with customers on new installs, disconnects, and trouble reports as needed
* Cable, connect, and install peripheral equipment or customer premises and Data Center equipment when necessary.
* Analyze and clear customer troubles and network outages.
* Place physical wiring, fiber connections, and test and accept multi-level transport facilities.
* Use hand tools and test equipment as required to install, test, and maintain customer service.
* Assist other Logix departments with office requirements including but not limited to Field Services, Provisioning, NOC, Translations, NENG, IPENG and other group technicians.
* Perform General maintenance on all Network Transport Hub Equipment (i.e.: Cleaning or changing filters; changing packs; keeping the work area clean, free of hazards, and free from dust; (sweeping and mopping floors).
* Interact with other IXC vendor personnel (AT&T, Frontier, Fiber Light, Spectrum, CenturyLink, Etc.).

**Required Skills/Abilities:**

* Must be able to learn all aspects of the job by on-the-job training, attending seminars/vocational schools or classes, reading instruction manuals, etc.
* Ability to define problems, seriousness of problems, collects data and establishes facts on Fiber Optic and TDM.
* Maintain positive attitude towards co-workers and customers.
* Maintain honesty and integrity in all business transactions.
* Demonstrate effective time management.
* Troubleshooting abilities on Fiber DWDM Transports and OC48 systems and TDM DS3’s and Mux’s.
* Professional and effective oral and written communication skills.
* Telephone communications skills and etiquette.
* Ability to operate a motor vehicle. Must have valid motor vehicle operator’s license and have a responsible driving record.
* Ability to use, develop and create forms, reports and other electronic databases as well as Fiber test results.

**Education and Experience:**

* High School diploma or GED (preferred college degree in telecommunications). Two-year’s experience with Network Transport switching and Fiber installation. Working Knowledge of the Telecommunication Industry. One year of computer experience, including data entry and database manipulation.

**Physical Requirements:**

* While performing the duties of this job, the employee is regularly required to speak clearly and hear. Must be able to sit for long periods to time. Standing and walking are necessary. Hand to eye coordination and finger dexterity.
* Ability to distinguish colors.
* Specific vision abilities required are close vision (including looking at a computer screen for long periods of time), distance vision and peripheral vision.
* Word processing, building spreadsheets, creating reports, and data entry work performed for long periods of time.
* Lifting requirements up to 50lbs and climbing ladders to run cables.