

Network Engineer  
Amherst Communications

### **Working at Amherst Communications:**

Amherst Communications has a long, proud history of providing communication solutions to our customer base. Amherst's primary mission is to provide our customers with the high-speed broadband internet and technology solutions they need to learn and work from home or in the office. Amherst Communications continues to grow and is positioned to deliver those complete broadband solutions well into the future.

With a business philosophy founded on treating employees like family, Amherst Communications provides an extensive and impressive benefits package, summarized below:

- Health Insurance
- Dental and Vision Insurance
- Retirement Savings Plan
- Short- and Long-Term Disability Insurance
- Term Life Insurance
- Paid Time off

### **About Amherst Communications**

Amherst Communications, also known as Amherst Telephone Company, began in 1903 when local residents joined together to get telephones to their area. Over the last 100+ years, we have grown with the communications industry from the party line phones of the past to the high-speed internet of today. Fiber optic technology is able to transmit data much faster and over greater distances. Since it is glass and cannot generate electricity, fiber is immune to electrical interference while putting out a superior performance.

### **Job Description**

The Network Engineer will be responsible for the day-to-day design, maintenance, and operations of Amherst Communications' core routing, switching, voice, broadband, and backhaul systems, as well as network performance analysis, monitoring, planning, and trouble resolution. This position also includes responsibility for planning for and conducting maintenance, planning, and implementing network improvements, managing total network capacity, and arranging network upgrades for subsidiary and customer systems as needed.

The Network Engineer will be involved in supporting various IT projects and work, alongside other members of the IT team in supporting the overall technological needs of the company, its shareholders, and its customers. The Network Engineer reports to the IT Manager.

#### **Duties and Responsibilities**

-Design, configure, and upgrade network infrastructure, including routers, switches, access points, firewalls, and other related appliances.

-Implement network scripts to gather network statistics and monitor network performance and network reliability.

-Create and maintain network records, diagrams, and documentation.

- Provide engineering designs and support for infrastructure to deploy advanced IPTV, soft-switch, and high-speed internet services.
- Assist with trouble resolution, including generating and interpreting the results of packet captures for both network and customer-specific issues.
- Work with third-party carriers and transit providers to resolve off-network issues and plan for network growth.
- Serve as a network subject matter expert by building strong relationships with colleagues and external vendors.
- Identify opportunities to increase network reliability and reduce costs.
- Provide a high level of customer service
- Assist in pre-sales and sales engineering activities with enterprise and business customers.

## **Job Qualifications and Requirements**

### **Required Experience, Skills, and Competencies**

- Thorough understanding of and extensive experience with network topologies, models (OSI, TCP/IP), and protocols (IPv4/IPv6, OSPF, BGP, PIM, STP, ERPS)
- Prior experience with Wi-Fi design, implementation, and troubleshooting
- Prior experience with network diagnostic, analytics, and monitoring tools
- Excellent technical communications skills (oral and written), including the ability to articulate complex situations to colleagues with varying degrees of network knowledge, under varying degrees of stress and pressure
- The ability to solve problems with patience
- PC Skills, including the ability to use Office Products, such as MS Word, Excel, PowerPoint, and Visio, email, and video conferencing
- The ability to operate a variety of service equipment, including hand tools, power tools, and electronic test sets
- The ability to work in a team environment

### **Preferred Experience, Skills, and Competencies**

- Knowledge of DWDM/ROADM, MPLS, and Metro Ethernet
- Knowledge of Calix B6/E7 access systems

-Knowledge of FTTx, Active Ethernet, and GPON access systems

-Prior experience supporting IPTV and multicast video

-Prior experience supporting VoIP, SIP, and MGCP voice

#### Helpful Skills and Competencies

-Knowledge of scripting and deployment of scripts within the network

-Knowledge of Windows and Linux Operating systems

-Knowledge of Python and/or Perl programming

#### **Additional Job Requirements**

-Must have and maintain a valid Wisconsin Driver's License with an acceptable driving record and be insurable by Amherst Communications' insurance carrier

-Must be willing to work outside normal business hours and on-call as required

To apply, submit your resume to [kschultz@tvalleycom.com](mailto:kschultz@tvalleycom.com).