



Date: December 23, 2015
Closes: January 20, 2016

BR# 16582

**IOWA COMMUNICATIONS NETWORK
JOB OPENING ANNOUNCEMENT**

POSITION: Telecom Technology Enterprise Expert
PAY GRADE: Pay Plan 014, Pay Grade 40 (-6)
CURRENT \$2,395.20 - \$4,847.20 Biweekly
\$62,275.20 - \$126,027.20 Annually
LOCATION: Des Moines, Iowa
WORK UNIT: Iowa Communications Network

DESCRIPTION:

The Iowa Communications Network (ICN) is recruiting a team member for the Data Operations Group. The ICN utilizes a tiered process environment in performing technical tasks related to the network. Tier One group monitors network status alarm and system monitoring queues, takes calls from customers, and advises the more technical groups of changes or concerns through a work flow system. If Tier One cannot resolve the issue, it's handed to Tier Two group. This group is more highly skilled and trained on network protocols. If they cannot resolve, it's passed to Tier Three, ICN Data Operations. This team will develop network plans and solutions, perform move/add/change, and resolve the most difficult and complex troubles; it's the most senior technical group in skill levels noted relating to daily operations. The group plans maintenance and software/operating code upgrades to equipment. They must be available 24/7/365 on a rotating on-call schedule in performing periodic maintenance to equipment, troubleshooting and resolving issues as they arise, making improvements to the network and working with customers to provide services to them.

Job duties include but are not limited to:

Operate and maintain statewide IP Network consisting of routers, switches, and virtual host servers through 3rd level troubleshooting to independently identify and resolve operational problems. Work with multiple ICN customers and Network Operations Center to identify and resolve all IP-related high risk/high impact operational issues and process trouble tickets and problems within prescribed timelines providing information and updates when required.

Process work requests within the ICN related to both internal or customer-related projects involving any change in configuration or security levels to the network or where applicable, the customers' network. Provide IP design and development assistance to implement customer solutions when required for additional bandwidth or related changes

Assist Operations Manager with ability to act as lead person in Data Operations Group when necessary. Continually monitor incoming work requests to the group from various sources. Assist supervisor with prioritization of both daily tasks and ongoing projects. Provide guidance to other members of group on routine questions and from various sources; prioritize and schedule all work to meet required completion dates/times. Ensure all documentation relating to the work is performed. Act as escalation point where necessary. Assist with work schedules, tech on-call, training recommendations, and general administrative duties.

Schedule, perform and document all network changes via change control procedures relating to customer notification, determining impact, and effect on other network elements. Develop procedures to continually update records on network configuration.

Report on status and monitor performance of telecommunications and IP equipment that makes up the state network utilizing the optical transport layer, MPLS at layer 2, and BGP and OSPF protocols at layer 3. Monitor and maintain state firewalls and other security related appliances and protocols. Work with other carriers and customers to resolve all security issues.

RIC LUMBARD, EXECUTIVE DIRECTOR

Oversees capacity planning to make recommendations on how to improve efficiencies and performance of the network, and implement upon approval. Involved in complex technical strategy and policy decisions on the network's operation. Be active participant in continuing design and development of network.

Design and implement required changes to the IP

Network based on monitoring capacity. Review and recommend new products for the state IP network. Writes Request For Proposals and evaluates RFP responses. Serve on teams where technical RFPs are evaluated and makes recommendations accordingly. Takes a lead role in planning and implementation or migration to the new IP product.

Develop equipment replacement schedules. Provide cost information for budgeting purposes. Install, maintain and upgrade connections to major telecommunications carrier networks for internet access and private peering of the state's IP network and assists with contracts with other telecommunications carriers. Develop procedures to maintain records of revision levels of equipment, software, patches, etc. for all network equipment.

Consult with customers to solve problems where assigned and as appropriate on new network designs to improve their network. Assists co-workers and customers.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited college or university and experience equal to six years of full-time work in one or more of the following areas: telecommunications engineering, electrical engineering, networking (LAN, WAN) maintenance and testing; server operating systems; telecommunications carrier operations, application of fiber optic principles, and/or Internet/Intranet development and deployment;

OR

an equivalent combination of education and experience substituting the completion of an approved curriculum/specialized training program developed and implemented by or in cooperation with state government; or twenty-four semester hours of accredited post high school course work in one of the specialty areas listed above for the required education;

OR

an equivalent combination of education and experience substituting one year of the required experience for thirty semester hours of the required education;

OR

employees with current continuous experience in the state executive branch that includes experience equal to two years of full-time work as a Telecommunications Engineer Senior or Telecommunications Specialist Senior.

In addition, the following selectives are required:

994 Telecommunications Switching Systems (including Transmission and Circuits)

726 Firewalls

413 Network Coordination

The person selected for this position must lift up to 75 pounds of job related equipment.

To Apply: Step 1: Apply on line at the DAS-HRE website:

<https://sjobs.brassring.com/TGWebHost/home.aspx?partnerid=25026&siteid=5018> or copy this link into your browser, to find [jobs for all applicants](#) at the DAS site, next click Job openings for all applicants, and then click [Search Openings](#) and enter 16582 at "Keywords". Follow the instructions to apply.

Step 2: Upload your resume and cover letter to this site, be precise when outlining your experience as related to the position.

It is the policy of the executive branch of state government in the State of Iowa to provide equal employment opportunity within state government to all persons.(Iowa Code 19B.) The intent of this policy is to ensure that individuals are not denied equal access to state employment opportunities because of their race, creed, color, religion, sex, national origin, age, physical or mental disability, sexual orientation, or gender identity, consistent with applicable state and federal policies and regulations. It is also the policy of the executive branch of state government in the State of Iowa to apply affirmative action measures to correct the underutilization of females, minorities, and persons with disabilities in the state employment system whenever remedial measures are appropriate.