

## JOB DESCRIPTION

**Title:** Network Engineer IV  
**Department:** Network Control Center  
**Direct Report:** Network Engineer Team Leader  
**Supervises:** None  
**Class:** Full-Time - Exempt (Salaried)

### **PRIMARY FUNCTION**

Analyze network/customer problems.

### **DUTIES**

- Answer customer calls for assistance
- Monitor network for abnormalities
- Perform routine activities
- Other duties as assigned or required

### **REQUIREMENTS**

- Strong translations experience
- Strong class 4 and class 5 switch experience
- Skills: customer service, phone, technical
- Computer/technical skills: Easily navigate PCs and understand and troubleshoot network elements
- Physical Requirements: Normal ambulatory abilities for walking between department locations. Must have reasonable ability to stand, walk, sit, use hands to finger, handle, feel, reach, climb or balance, stoop, kneel, crouch or crawl, talk, hear, see, taste and smell. Ability to lift 25 lbs.
- Full Time position
- Communication skills: Effective and professional verbal and written communication skills (interpersonal, telephone and electronic means)
- Travel: May be required, but not typical
- Ability to work with peers on trouble resolution
- Maintain professionalism, good attitude and appropriate behavior with Aeon's personnel and partners
- Physical Requirements: Ability to independently move between department locations and sit for extended periods of time. Use of hands and fingers as it pertains primarily to keyboarding abilities. Ability to talk, see and hear, with assistive devices if necessary. Ability to lift or obtain assistance in lifting or moving 25 lbs.
- Work Environment: Professional office setting

### **Education & Experience**

Education/Experience: Bachelor's degree (B.A.) from four-year college or university; or Associates degree (A.A.) from a technical school; or one to two year related experience and/or training which included A+, N+, CCNA and/or CCNP certification; or equivalent combination of education and experience.