Network Operations Supervisor

Department	Information Technology – Network Operations Services
Status:	Exempt
Reports to:	Chief Technology Officer

JOB SUMMARY

The Network Operations Supervisor role is responsible for the daily operations of the LEARN network infrastructure, including hardware, software, security and services, to ensure it meets its performance objectives. Enforces policies and procedures that ensure compliance with industry standards and regulations, minimize downtime, and support efficient operations.

ESSENTIAL FUNCTIONS

- Act as the liaison between the LEARN NOC and the LEARN staff to assure that the LEARN NOC is providing proper service and that they have the necessary information from the Engineering team to provide proper service.
- Develops and maintains operational runbooks for internal and external NOC support staff.
- Monitors network performance and documents incidents and changes occurring in daily operations.
- Troubleshoots and resolves routine network issues and conducts or participates in root cause analysis (RCA) to prevent recurrences and identify potential technological, training, or process improvements.
- Act as liaison between the engineering team and equipment vendors to assure that equipment is under maintenance and that support tickets are handled in a timely manner.
- Coordinate with LEARN stakeholders and commercial datacenters for access and badge management, datacenter design and planning.
- Codify and enforce field engineering standards, including equipment installation, cable management, power management, and proper labeling.
- Manage the on-call rotation of the on-call engineers and provide tier 1 support for the on-call rotation.
- This position will be responsible for enforcement of field engineering standards throughout the LEARN network.

OTHER DUTIES

- Assist the Engineering team in network operations and projects, as needed.

- This job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

EDUCATION & EXPERIENCE

- Bachelor's degree with a minimum of 3 years of experience or 7 years of equivalent combination of education and experience.
- Network Engineering certifications preferred.
- Proven experience with a wide range of optical and WAN routing devices.
- A working knowledge of Data Center design, installation, and implementation.
- Proven working experience providing direct support to stakeholders and the LEARN team on technical matters.
- Proven experience with network management and monitoring systems (ex: PerfSonar, NetBox, LibreNMS, Rancid, etc.) and diagnostic tools commonly used within the service provider networks.
- Fiber optic wiring and transceiver troubleshooting knowledge and operating network test equipment.

KNOWLEDGE, SKILLS & ABILITIES

- Demonstrated team building abilities.
- Demonstrated record of taking initiative to solve technical and logistical issues.
- Proven oral and written communication skills including the use of collaboration suite of tools.
- Proven project development & implementation skills; network documentation experience and skills.
- Familiarity with co-location and Internet Exchange point practices and policies.
- Prior experience working with R&E networks.
- Knowledge of fiber optic technologies and Layer1 protocols & technologies.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Position Location: Strong preference is for this position to be based in the Dallas Metro area and operate from a home office in a virtual office environment.
- Work outside of an established schedule and working hours, including weekends and holidays, may be required.
- Travel Requirements: Frequent travel (up to 25%) is expected for this role. Travel includes visiting to existing and future member venues and LEARN sites throughout

Texas as well as to Regional & National meetings and conferences in North America. Some overnight travel (up to 10% per year) is expected.

- Position requires access to reliable transportation, a valid TX driver's license and ability to travel by car or by air.
- On-call availability for resolving network emergencies, both during regular and off-hours.
- Emergency on-call availability 24x7x365
- This role requires prolonged sitting and working on a computer in a home office setting.
- Regularly required to stand, walk, sit, use hands; and reach with hands and arms.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- Lifting and transporting of moderately heavy objects, such as network switches, computers, and peripherals
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

To apply for this job, please submit a cover letter, resume, and application (found on the next page) in PDF format to jobs@tx-learn.net with "Network Operations Supervisor" as the subject line.

LEARN
LONESTAR EDUCATION AND RESEARCH NETWORK

APPLICATION FOR EMPLOYMENT

AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

Qualified applicants are considered for employment without regard to race, color, religion, gender, national origin, age, mental or physical disabilities, marital status, veteran status, sexual orientation, gender identity and/or expression, genetic information, or any other characteristic protected by applicable law. All employment decisions shall be consistent with the principles of equal opportunity employment. Accommodations to enable all individuals to participate in the application process may be provided upon advance request.

ANSWER ALL QUESTIONS - PLEASE PRINT

Applicant's Name (Last) (First) (Middle)*   Date of Application

Are you known by any other names or aliases, including a maiden name?*   Yes   No   If Yes, what name(s) are you known by?

Applicant's Current Address (Address, City, State, Zip)*

Applicant's Email Address

Telephone   Date Available for Work

Position(s) Applied For (List Job Titles)   Status Desired
                                                                        Full Time   Part Time   Temporary

Referral Source   Advertisement   College/Career Placement Office
                                                Employment Agency _____
                          Job Fair   Other
                                    Employee

Have you filed an application or been employed here before?   Yes   No   If yes give date(s)

Are you 18 years of age or older?   Are you eligible to be lawfully employed in the United States (proof of citizenship or immigration
   Yes   No   status will be required upon employment)?   Yes   No

Do you now, or will you in the future, require sponsorship for employment visa status (e.g., H-1B visa status, etc.) to work legally for our Company in the United States?   Yes   No

List any friends or relatives employed by the company.

What is the relationship?

Have you ever been convicted of a felony?   Yes   No

If yes, provide all detail**
**Conviction of a crime will not automatically disqualify you from employment.

EMPLOYMENT EXPERIENCE (List relevant work experience. Start with your present or last job. Include military service assignments and volunteer activities)

Date From/To	Employer Name		Employer Address		
	Employer Phone Number	Job Title	Starting Salary / Hrly Rate		Final Salary / Hrly Rate
1	Supervisor	Reason for Leaving			
	Work Performed			May we contact Yes No	
	Are you known by another name Yes No If yes, What name?				
Date From/To	Employer Name		Employer Address		
	Employer Phone Number	Job Title	Starting Salary/ Hrly Rate		Final Salary/ Hrly Rate
2	Supervisor	Reason for Leaving			
	Work Performed			May we contact Yes No	
	Are you known by another name Yes No If yes, What name?				

Date From/To	Employer Name	Employer Address		
	Employer Phone Number	Job Title	Starting Salary/ Hrly Rate	Final Salary/ Hrly Rate
3	Supervisor	Reason for Leaving		
	Work Performed		May we contact Yes No	
	Are you known by another name Yes No If yes, What name?			
Date From/To	Employer Name		Employer Address	
	Employer Phone Number	Job Title	Starting Salary/ Hrly Rate	Final Salary/ Hrly Rate
4	Supervisor	Reason for Leaving		
	Work Performed		May we contact Yes No	
	Are you known by another name or do you have a maiden name? Yes No If yes, What name?			

REFERENCES (List professional references only. Do not list friends or relatives)

Name and Title	Email Address / Phone Number

Education	Name and Address of School	Course of Study	Did you Graduate?	List Diploma / Degree
High School				
College				
Other (Specify)				

PRE-EMPLOYMENT STATEMENT

I represent that my responses set forth in this application are truthful, accurate, and complete. Any and all false or inaccurate statements made by me in this Application or otherwise during the employment evaluation process shall be grounds both for rejecting my Application for employment , and, should I be hired by LEARN, termination of my employment.

I authorize representatives of LEARN to contact education institutions and employers designated in this Application for purposes of verification and investigation of my education and employment background and performance. Such individuals and organizations are authorized to release all such persons from liability or damages incurred as a result of furnishing such information. I understand that an unsatisfactory reference shall be grounds both for rejecting my Application for employment, and should I be hired by LEARN, termination of my employment. Should I be employed by LEARN, I understand that I could be subject to an outside probe if accused of wrongdoing.

Submission of the application does not entitle me to be interviewed by LEARN. Further, nothing in this Application or in the employment evaluation process shall be construed as either an offer of employment or an obligation on the part of LEARN to provide any benefit to me. Should I be employed by LEARN, I agree to comply with any and all employment rules and policies of LEARN.

After reading all of the terms of this Application, I hereby affirm that I understand and agree to the provisions of the same. I also agree that my employment with LEARN is on an "at-will" basis, meaning that such employment may be permanently discontinued by either LEARN (through discharge or layoff) or myself through voluntarily quitting at any time without notice and without any recourse of any kind by either party.

I affirm the information in this application is true and complete, and any intentional deception herein may be considered sufficient cause for dismissal.

_____   _____

Date*   **Applicant's Signature***

***Required**