

ISP Network & System Operations Manager

Position Open Until Filled

Position Summary:

This position will oversee the operations of a wireless / fiber internet service provider business, maintaining network operations and, when necessary, facilitating maintenance through contractors. This position is responsible for technical leadership and managing a software and hardware infrastructure team that is responsible for servers, LAN, WAN, PC's, IP/MPLS Core Ring and network devices.

Essential Duties and Responsibilities:

- Lead the cooperative in the operations and maintenance of the IPv4/IPv6/MPLS core network architecture of both the internal and ISP network
- Bridge the gap between in-house staff and vendors/MSPs to solve technical problems
- Experience with BGP and OSPF routing protocols as well as MPLS label switching
- Manage work schedules to ensure maximum system availability, reliability, efficiency and confidentiality of information systems
- Identify obstacles, issues and opportunities to increase operational effectiveness
- Perform network design, modeling, analysis, troubleshooting and oversight
- Coordinate and manage the installation of hardware, software, infrastructure cabling, network switching, edge firewalls, wireless access points and wireless end points
- Research and recommend vendor tools to support network, server, storage and peripheral devices
- Benchmark and recommend solutions based on industry best practices
- Identify and implement VoIP networking components, techniques and protocols
- Troubleshoot and triage network incidents ranging from physical layer issues up to application related load balancing problems throughout the network stack
- Develop disaster recovery and business continuity plans
- Implement and manage network hardware and software architecture strategies
- Implement and manage an enterprise storage, enterprise server, physical and virtual, capacity management process and strategy
- Drive the adherence to a network security plan including authentication, firewalls, proxy servers, remote access, and more
- Configure, monitor and maintain email applications and virus protection software
- Supervise the work of office, administrative or customer service employees to ensure adherence to quality standards, deadlines and proper procedures, correcting errors or problems
- Implement corporate and departmental policies, procedures and service standards in conjunction with management
- Teach and instruct employees in job duties and company policies or arrange for training to be provided
- Recruit, instruct and supervise subordinates
- Develop and review operating procedures and manage department budget
- Establish work priorities and activities
- Recommend promotions, transfers, hires and other disciplinary action
- Stay abreast of advances in technology
- Other duties as assigned

Supervisory and/or Leadership Responsibilities:

A full range of supervisory activities, training, evaluation, counseling and recommendation for termination. This includes, but is not limited to, effectively communicating organizational policies and other information to subordinates, ensuring that employees have a clear understanding of their responsibilities

Knowledge, Skills and Abilities:

- Knowledge of using computer systems, which may include setting up and using hardware and software programs, entering data or processing information
- Knowledge of networking and routing concepts
- Knowledge of business and management principles including strategic planning, resource allocation, leadership techniques and budgeting
- Knowledge of principles and processes for providing customer service
- Knowledge of budgeting and procurement processes for network projects
- Knowledge of Active Directory, DNS and DHCP functionality
- Knowledge of network protocols such as SNMP, multicast and 802.1x
- Knowledge of enterprise network security
- Knowledge of switches, routers, firewalls and VPN devices
- Knowledge of enterprise hardware, i.e., x86 Microsoft Windows servers, storage (Synology), mobile devices, Windows and Apple PC's
- Knowledge of enterprise software, i.e., VMWare, Active Directory, LDAP and MS Exchange
- Knowledge of OS and networks, i.e., Windows server, Linux, iOS, TCP/IP, L2/L3 switches, load balancing, firewalls
- Knowledge of MS Office Suite, MS Exchange, SharePoint and Visio
- Skilled in establishing and communicating performance expectations and metrics
- Skilled in time management
- Skilled in anticipating, identifying, analyzing and resolving conflict and problems
- Ability to troubleshoot and solve technical problems
- Ability to develop disaster recovery and business continuity plans
- Ability to deliver relevant and timely results based on organizational requirements
- Ability to communicate effectively verbally and in writing

Minimum Qualifications – (Education, Experience, Certification, & Licensure):

- Bachelor's Degree
- Directly related experience may substitute for education
- Six years of directly related work experience, including three years of Cisco / Juniper network experience, three years of VoIP and wireless technologies experience, and three years of supervisory experience
- Valid Texas Drivers License

Preferred Qualifications

- Juniper Certifications such as JNCIP/JNCIE
- Experience with MikroTik RouterOS
- Experience in Linux Administration