

**Job Title: Network Operations Specialist****Department:** Operations**Reports to:** Operations Manager**Job Type:** Full-Time**Location:** Corning, NY & Remote**Schedule:** 8am-4pm EST, M-F and various after hours.

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**Job Summary:**

We are seeking a skilled and detail-oriented Network Operations Specialist to join our fiber internet service team. This role combines network operations monitoring with service provisioning responsibilities. The ideal candidate will have a strong understanding of IP networks, fiber infrastructure, and customer provisioning tools. You will be responsible for ensuring the reliability, availability, and provisioning of high-speed fiber internet services to residential and business customers.

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**Key Responsibilities:****Network Operations Support:**

- Monitor network infrastructure (core, distribution, access layers) 24/7 using NMS tools.
- Respond to alerts and troubleshoot network incidents and outages.
- Perform initial diagnostics and escalate issues to Operations Manager or field contractors when necessary.
- Log, track, and resolve incidents via ticketing systems (e.g., Zendesk, Jira, ServiceNow).
- Monitor fiber backbone links, OLTs, ONTs, and other active equipment.
- Maintain network documentation and update as changes occur.
- Assist with root cause analysis and reporting of recurring incidents.
- Work with Operations Team to develop new processes of network monitoring and incident logging/ticketing system.

- Create and distribute outage notification tickets to customers for planned or unplanned outages.
- Provide updates to customers during outages.

**Provisioning Responsibilities:**

- Provision customer accounts and services on fiber access platforms (e.g., Calix, Nokia, Adtran).
  - Activate and test new ONTs/ONUs and verify signal strength and configuration.
  - Coordinate with field teams for customer installations and service activations.
  - Perform service changes such as speed upgrades, static IP assignments, or VLAN configurations.
  - Ensure proper customer record entry into CRM and OSS/BSS systems.
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**Qualifications and Skills:****Required:**

- 1–3 years experience in a NOC, ISP, or telecommunications environment.
- Familiarity with fiber optic technologies and GPON/Active Ethernet.
- Understanding of networking fundamentals (TCP/IP, DHCP, DNS, VLANs, routing).
- Experience using provisioning platforms (e.g., Calix CMS, Nokia, or similar).
- Strong troubleshooting and communication skills.
- Ability to work in a 24/7 shift environment, including nights and weekends if required.

**Preferred:**

- Certifications such as CompTIA Network+, Cisco CCNA, or similar.
  - Experience with Linux-based systems and basic CLI navigation.
  - Familiarity with ticketing and monitoring systems like Exfo FMS, Zabbix, or AMS
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**Working Conditions:**

- Office or remote environment with access to NOC tools.
  - May require physical access to network equipment for local troubleshooting.
  - On-call availability during critical incidents or maintenance windows.
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#### **What We Offer:**

- Competitive salary and benefits package.
- Opportunities for professional development and certification.
- Fast-paced, tech-driven work environment.
- Be a key part of expanding internet access in your community.

Interested candidates are invited to submit a resume and cover letter detailing their qualifications to **[jobs@southerntiernetwork.org](mailto:jobs@southerntiernetwork.org)**. Please include the job title in the subject line of your email.