



POSITION DESCRIPTION

Position Title: Core Network Technician

Role Status: Full Time/ Non exempt

Location: Ili'ili, American Samoa

Reports to: Director of Technical Operations

Business Unit: Technical Support Center

Date: September 2024

Position Summary:

Establish and maintain network performance by building net configurations and connections; troubleshooting network problems; delivering network services to internal and external customers; preparing standardized reports; and preparing documentation on network elements.

Key Accountabilities and Results Areas

NETWORK EXCELLENCE (NETWORK HYGIENE)

- **Availability:** The Core Network Technician will ensure that appropriate measures are taken to ensure the services falling under his or her responsibilities are available within the agreed targets (Key Performance Indicators – KPI)
- **Accessibility:** This is a measure of customer’s ability to access the service. The infrastructure may be available but the resources insufficient to allow the customer to enjoy the service. The Core Network Technician will be responsible for ensuring that the KPIs are met or exceeded.
- **Retainability:** This is a measure of continuing the customer to use the services. The Core Network Technician will be responsible for ensuring that the KPIs are met or exceeded.
- **Reporting:** The Core Network Technician will ensure that all reports for network operations are completed in a timely and proper manner.

STRATEGIC INSIGHT

- **Innovation:** The Core Network Technician will be responsible for introducing efficiencies to improve the service delivery, reduce the cost of doing business and increase/enter new markets (revenue source).
- **Environmental Assessment:** Keeping a pulse on the technological trends, opportunities, competitor threats in the areas of responsibility. Provide its impact assessment to Executive Management

SELF IMPROVEMENT

- **Occupational Health & Safety:** Ensuring a safe and healthy working environment. Work related incidents/near-misses are recorded and brought to the attention of Executive Management
- **Staff Skill Set:** The Core Network Technician is responsible for attending and completing training in order to improve their own skill set and knowledge.
- **Liaison Meetings:** Scoping and working within the team and wider business functional teams in ensuring business goal alignment and keeping the team informed of the activities in the respective area of responsibilities.

OPERATIONAL OBJECTIVES

- **OPEX Planning and Monitoring:** Working with Finance and Executive Management in formulating and monitoring of operational expenses relating to the area of responsibility. Carrying out monthly review of expenses with Finance and identify any outliers.
- **CAPEX Planning, Execution and Monitoring:** Working with Finance and Executive Management in formulating and tracking of Capital expenditure projects relating to the area of responsibility.



Executing projects and carrying out monthly review/reconciliation of expenses with Finance and identify any outliers/overruns.

Major Responsibilities

- Establishes networking environments by designing system configuration; directing system installation; defining, documenting and enforcing system standards.
- Maximizes network performance by monitoring performance; troubleshooting network problems and outages; scheduling upgrades; and collaborating with network architects on network optimization.
- Secures network system by establishing and enforcing policies, defining and monitoring access.
- Accomplishes information systems and organizations mission by completing related results as needed.
- Reporting network operational status by gathering, prioritizing information; helps to manage projects.
- Provides operational management information by collecting, analyzing, and summarizing operating and networking data and trends.
- Stays up to date with industry trends and emerging technologies to continually enhance network performance.
- Updates job knowledge by participating in educational opportunities; reading professional publication; maintaining personal networks; participating in professional organizations.

Key Stakeholder Relationships

Internal Stakeholders:	<ul style="list-style-type: none"> • CEO, CTO, Management, Commercial Teams
External Stakeholders:	<ul style="list-style-type: none"> • Customers: both internal and external • Network vendors • Technical Suppliers

Key Requirements and Competencies

Qualifications/ Experience:	<ul style="list-style-type: none"> • University degree preferred with 1-2 years' experience in Technical Support area within the telecommunications or similar industry • Cisco Certification: if candidate does not currently have certification he/she must achieve full certification within one year of being hired into the role
Knowledge/ Skills /Ability:	<ul style="list-style-type: none"> • LAN/WAN Knowledge, Network knowledge, Network Design and implementation, Network troubleshooting, Network Hardware configuration, Network performance tuning, Problem solving, Information Technology; Management Information Systems • Expected to stay informed of current news, system information, changes and updates relevant to our user community • Aptitude for quickly learning technical and procedural topics • Strong communication skills • Ability to work varying work schedule based on operational needs (i.e. on call; respond to emergency calls) • Strong analytical and organizational skills



	<ul style="list-style-type: none"> • Excellent team-working skills, stress resistant • Excellent customer service abilities • Abilities to take initiatives and make decisions <p>Preferred Technical Skills Cisco, Linux or other *NIX OS, Windows Server OS's; Wireless technologies including and not limited to 802.a/b/g/n, Web & Net security, BGP/OSPF routing; L2 switching; Java; Perl; SQL; SOAP and HTML API's; DOCSIS2.0/3.0; CMTS; TDM/IP Transmission/Transport Systems; PtP/PtMP Wireless solutions.</p>
<p>Organisational Competencies:</p>	<p>Customer Service – Treats all customers courteously; is responsive to customer requests and elicits feedback from them to monitor their satisfaction; considers both the short and long-term interests of the customer in making service decisions; proactively identifies customer needs and takes responsibility for resolving customer complaints in a timely manner.</p>
	<p>Learning Agility - Demonstrates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning, and in doing so creates an expectation in others to seek and learn from experiences.</p>
	<p>Building Collaborative Relationships - Exhibits an ability to cooperate and collaborate with colleagues across Bluesky to achieve shared goals; develops and maintains a range of internal and external networks to meet organisational objectives; looks for opportunities to support colleagues.</p>
	<p>Self Management - Sets personal goals in line with business unit plans; takes responsibility for prioritising own work; looks for opportunities to improve performance; is passionate about achieving results.</p>
	<p>Continuous Improvement – Looks for opportunities to apply continuous improvement practices / principles in their work area; responds to suggestions from others; applies new learning so as to improve individual and team performance.</p>

Compliance

<p>Business Compliance:</p>	<p>Ensure a sound understanding and:</p> <ul style="list-style-type: none"> • Demonstrate commitment to and comply with all legislation and Bluesky policy relevant to the role and all activities undertaken in the role • Ethical performance in an effort to maintain a high standard of conduct expected and deserved by our customers and to enable the Company to continue to offer its services and comply with our Bluesky Code of Ethics and Conduct.
<p>Health and Safety:</p>	<ul style="list-style-type: none"> • Undertake all work in a safe manner and follow all company and workplace health and safety procedures • Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification. • Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible.

Vision, Purpose, Values, & Way



Our Vision	Our Purpose	The Bluesky Way	Our Values
To be the most recognised and preferred company for connecting our Pacific communities around the world.	We apply technology and service excellence to advance and improve the lives of our customers	We take ownership and always do our best for customers. We respect and support each other.	<ul style="list-style-type: none">• Customer first• Team work• Integrity• Passion• Positive attitude and smile!