

Lead Telecommunications Network Engineer

The South Hadley Electric Light Department (SHELD), a municipal electric utility company with 8,000 customers and over a century of service to the people of South Hadley, is seeking a qualified Lead Telecommunications Network Engineer who will be responsible for the overall day to day operation of SHELD Fibersonic network infrastructure and systems. This position shall have in-depth experience with configuring, troubleshooting next generation technologies including but not limited to MetroE, Gpon, FTTx, IP/MPLS, IPv6, VoIP, OLT, ONT, and wireless routers. This position will require fiber optic splicing, testing, and troubleshooting along with generating network documentation and will report directly to the Telecommunications and Electric Meter Manager.

Position Responsibilities:

- Act as lead for telecom personnel, ongoing design, engineering, maintenance, operations, configuration, service, upgrades and documentation of the SHELD Fibersonic network;
- Ensuring documentation and support of SHELD network switching and routing infrastructure hardware and software, as well as SHELD interconnected subsystems and support structures. Interconnected subsystems can include servers and applications that support the operation of the overall SHELD LAN and WAN;
- Developing processes and procedures for network operations and service;
- Preparing written reports, maintaining Telecom data files and related OSP documentation and materials;
- Adherence to Department policies and procedures, budget process and labor agreement;
- Observing safety and security procedures; determining appropriate action beyond guidelines; reporting potentially unsafe conditions;
- Overseeing vendors and contractors in support of telecommunications systems and applications, installation and termination;
- Providing guidance and assistance to the IT department functions.

Job Knowledge/Skills Required:

- Advanced Ethernet switching, IP routing (OSPF, VRRP, BGP);
- Quality of service configuration (802.1 p, ToS, DiffServ), physical media;
- Installation design methods (twisted pair, coaxial, optical fiber, wireless), network infrastructure security (ACLs, stateful policies, intrusion detection and prevention);
- Network management and testing (SNMP, protocol analyzers, optical fiber test gear), carrier circuit delivery, turnup and repair and various WAN protocols;
- OSHA safety standards and requirements for work site applications;
- Will have the ability to:
 - Distinguish between colors;

- Design and engineer carrier transport and broadband access networks;
- Implement, test, and debug all of the above technologies;
- Support utility operations, Fibersonic carrier services and customer operations;
- Use various telecommunications testing, diagnostic and measurement equipment that can include: fiber optic power meters, optical time domain reflectometers, premise cable testers, Ethernet network stress testers, and switch/router onboard.

Qualifications and Physical Requirements:

- Bachelor's degree in Computer Science or equivalent specialized instruction;
- Ten years demonstrated hands-on telecommunications experience with Ethernet network services and headend equipment;
- Vision abilities required by this job which include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus, coordinate the use of eyes and hands or fingers;
- Be able to lift and carry objects weighing up to 50 pounds;
- Must possess a valid Massachusetts driver's license and have a safe driving record accepted by our insurance company;
- Must be available for after-hours emergencies;
- Be able to pass a pre-employment background & education check, physical & drug screen.

This is a full-time position with excellent benefits including a Massachusetts Public Employee Pension Plan. Qualified candidates can apply for this position by submitting a cover letter and resume via email to kmendoza@sheld.org , Kim Mendoza at South Hadley Electric Light Department, 85 Main Street, South Hadley, MA 01075.