



## Job Title: Network Operations Engineer

### Job Summary

Are you looking for a full-time role in an expanding start-up environment? We're looking for a talented person who has the experience necessary to help build out our existing network infrastructure and troubleshoot problems as they arise. We're a growing company with a team of highly dedicated professionals who give their all to help our start-up flourish.

### Responsibilities & Duties

- Network monitoring and maintenance of deployed LPWA networks.
- Develop network coverage models and designs for customer applications
- Operating and maintaining network server software platform to run public and private networks.
- Supporting the customer on-boarding process
- Train customers on integration of software and hardware deployments
- Troubleshoot field issues with customer software and hardware
- Operate as primary point of contact for customer support for specific geographies & customers.
- Trouble shoot network operations issues with Ops and Engineering teams
- Coordinate new site installations with various technicians in a timely manner
- Verbally train installers on how to test and install equipment on site to Senet's standards
- Monitor site reliability/status, and coordinate equipment swaps between the manufacturer and the on-site technicians



## Skills & Qualifications

- A strong customer focus and a desire to solve problems
- A strong personality to manage issues effectively and in a positive fashion.
- IT Background is a plus
- Database Performance Tuning
- Software Development Fundamentals
- Problem Solving
- Documentation Skills
- Strong Verbal Communication
- Data Maintenance
- Database Security
- Promoting Process Improvement
- System Administration
- Database management skills
- Maintain a willingness to help others in any way possible when available