



We are growing! UPN is looking to hire a **Field Service Engineer** for our Network Operations group in **Des Moines, IA**. This is a rare opportunity to join a rapidly growing company providing tremendous career development and opportunity. You will be responsible for the installation, testing, service activation, and the day-to-day maintenance of UPN's IP Core and Data networks.

Responsibilities include:

- Ability to work one-on-one with customer, as well as in a team setting.
- Installing and maintaining network equipment at data centers and customer locations.
- Managing and scheduling with both internal and external customers for installs, maintenances, and network events.
- Ensures that all data center co-location spaces are maintained within site compliance standards (access, security, space management practices, and power).
- Assist with Emergency/Scheduled Maintenance activities.
- Respond to Trouble Ticket activities as assigned.
- Respond to Network Outage Events (fiber damage, equipment failure)
- Performs Inventory Management for new projects, spares/maintenance, and return/RMA activities.
- Maintaining a company provided vehicle.
- Other duties assigned by management.

Job Requirements:

- High school diploma or GED required.
- 3+ years in the Telecom engineering, outside plant, or operations field. CCNA preferred, not required.
- Self-motivated, Disciplined, and Time management skills required.
- Experience with Cisco router and administration (legacy models, ASR920, ASR903)
- Knowledge of Cisco XE and XR Operating Systems.
- Knowledge of inside plant cabling/wiring, AC/DC power plant equipment.
- Knowledge of cross connect/MMR implementations.
- Knowledge of test equipment for testing RFC2544, EtherSam, and OTDR.
- Working knowledge of various monitoring tools (Wireshark, Solarwinds,)
- Experience supporting production/enterprise networks with high availability SLA's
- Demonstrable skills in the following: DNS, OSPF, BGP, MPLS, DWDM, and L2 switching.
- Computer skills necessary in Word, Excel, Visio, SecureCRT, Putty.
- Willingness to learn new technologies and maintain industry knowledge.
- Valid driver's license.
- Travel required (up to 30% based on task or project requirements)
- On-Call services after normal business hours required.

Qualified candidates interested in this opportunity should submit their cover letter and resume.

UPN is an Equal Employment Opportunity Employer

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