



## **Erickson Wireless Switch Engineer - Peoria IL**

Maintain the daily operations and maintenance of cellular switching centers. Provide troubleshooting and fault resolution of MSC switching equipment and supporting peripherals. Conduct hardware upgrades, software upgrades, translation changes, and new hardware installation. Perform demand, routine and preventative maintenance activities.

### **Essential Duties and Key Responsibilities**

- Maintain MSC switching equipment and related peripherals to ensure appropriate (proper) operation and compliance with company standards. Respond to system alarms and outages as required to maintain system availability (integrity).
- Troubleshoot and repair customers' call processing issues as reported through customer trouble tickets.
- Analyze data and generate reports gathered from the switch Operational Measurements to identify problems and assist in the resolution.
- Monitor and perform translation changes associated with least cost routing, LERG updates, new dialing plans, routing tables, cell site and carrier additions, hardware tables, and networking tables.
- Support the planning, testing, and acceptance of PSTN trunking and backhaul growth, switch equipment growth, and hardware & software upgrades. Oversee the installation and integration process, as well as onsite vendors.
- Provide support to the Network Operations Center (NOC), Technical Support, System Performance, SS7, Information Systems (IS), Network Field, and Data Services teams in evaluating system performance, resolving service issues and maintaining switch and data network performance/growth.
- Perform administrative responsibilities associated with spares inventory control, repair and return process, asset management, SOX compliance, change management, time entry reporting, and expense reporting.

*The statements herein are intended to describe the general nature and level of work being performed by associates and are not to be construed as an exhaustive list of responsibilities, duties, abilities, and skills required of associates so classified. Additional responsibilities may be assigned as needed.*

### **Minimum Experience and Educational Requirements**

- 5 or more years of experience in related field
- Associate Degree in Telecommunications/Computer Science or equivalent 4 years work/military experience is required; Bachelor of Science is preferred.
- Strong PC skills; working knowledge of various programming and scripting languages desired.

### **Organizational Structure**

**Reports to:** Regional Switch Manager

**Direct Reports:** None