This position is responsible for the day-to-day administration, monitoring, and support of All West's service provider network infrastructure. The role focuses on carrier-grade access, aggregation, and core networks that deliver broadband, voice, and related services to residential and commercial customers. The Sr. Network Administrator ensures high availability, performance, and reliability of the network while supporting continuous improvement of service levels and operational efficiency. The essential function of this role is to support the Metaswitch and serve as the voice SME.

- Administer, monitor, and support the service provider LAN, WAN, core, and access networks (including fiber, fixed wireless, and coax facilities) to maintain high uptime and service quality for customers.
- Provision, configure, test, troubleshoot, and repair network infrastructure, including routers, switches, aggregation devices, OLTs, and related systems.
- Maintain and optimize IP/MPLS, routing protocols (ISIS, OSPF, BGP, etc.), VLANs, and related service provider technologies.
- Support fiber access technologies (GPON/XGS-PON and related platforms), Ethernet aggregation, and fixed wireless systems.

Required Qualifications

- Bachelor's degree in Information Technology, Computer Science, or related field.
- 5+ years of hands-on experience administering systems in a service provider or enterprise network environment.
- Strong working knowledge of Cisco routers and switches (IOS XE/XR preferred) in a service provider or data center environment.
- Experience with fiber access technologies (GPON/XGS-PON), FTTH aggregation, or fixed wireless systems.
- Hands-on experience with network monitoring platforms (e.g., SolarWinds), packet analysis tools, and capacity planning.
- 5+ years experience with Metaswitch provisioning, management, HPBX and related VoIP services.
- Experience with firewalls, VPN, and basic security appliances in a service provider context.