

**COMPANY:**

Final Span, LLC - "Linking Communities"

Final Span, LLC is a rural fiber-optic based internet service provider start-up based in the Ridgeland area of Madison County, Mississippi (MS). The company was officially founded in November 2023 by Gene Logan, CEO, Edwin Mitchell, VP Business Development and Marcellus Nixon, COO.

The firm's goal is to close the digital divide by offering high-speed internet to the unserved and underserved. We plan to begin construction in the city of Jackson in mid-October 2023, enabling internet service delivery mid-November in eight designated parts of the city.

We are in search of our initial staff to fill critical roles as we begin our start-up journey.

**JOB TITLE:**

Network Analyst

**DEPARTMENT:**

Network Deployment

**JOB SUMMARY:**

The **Network Analyst** is responsible for the implementation and operation of the Final Span internet service provider ("ISP") infrastructure to include hardware (routers, switches) and software (device operating systems) related to fiber-to-the-premise (FTTx). We are looking for candidates with a demonstrated aptitude for learning complex technical concepts and who will take an analytical approach, using step-by-step logic to meet challenges in an environment with the internet touching all aspects of daily life.

Deploying and operating all installed infrastructure and developing customer experience workflows by collaborating with equipment vendors to ensure a proactive posture for new or enhanced functionality for the network.

**REPORTING RESPONSIBILITIES:**

Reports to - Chief Operations Officer ("COO")

**WHAT YOU'LL BE DOING:**

- Providing 1st/2nd-line technical support & incident management, monitoring for transport connections and associated hardware

- Reporting, tracking internet service, transport provider and customer premise equipment (“CPE”) issues, hardware return manufacturer authorizations (“RMA’s”), etc.
- Completing production network maintenance activities and implementing changes
- Monitoring fault management, remediation of alerts. Tuning & optimization of monitoring systems
- Investigating root-cause analysis (RCA) of incidents
- Assisting with periodic network reviews and analysis
- Establishing ISP procedures & support documentation
- Reviewing, tracking and updating ISP operations policies, standards and documentation
- Developing network management platform, configuration and tuning
- Completing daily network checks and operational handover duties
- Participating in shift rotation coverage, as required

**WHAT YOU’LL NEED - Willing, aptitude for learning:**

- Internet service provider (“ISP”) deployment and operations
- ISP routing and switching hardware, protocols (BGP, IS-IS, IPv4, IPv6, Carrier Grade Network Address Translation)
- Various Juniper Networks - routers, ethernet switches), Calix - optical line terminals (OLTs), optical network terminals (ONTs), wireless routers
- Fiber optic infrastructure - single-mode cabling, splice enclosures, network interface devices (NIDs), fiber distribution panels, connectors
- Firewalls, out-of-band management devices (CradlePoint)
- Scripting and programming skills (Linux, Python, Ansible)
- Vendor approaches (Juniper, Calix, etc.)

**TOOLS AND EQUIPMENT USED:**

Mobile phone, laptop computer, tablet

This job description includes major responsibilities of this position. It is not intended to cover every aspect of the position, as the scope and duties may change or be temporarily altered based on the business needs of Final Span. The basic requirement of every position is to perform all tasks as assigned by the supervisor.