

Network Operations Center Technician Job Description

Duties and Responsibilities:

- Timely respond to emails and phone call through the triage process, providing operational support on issues including activations and issues/ OU service bookings, internal/external customer notifications, carrier measurements, peak/pols, and customer accesses
- Coordinate and interface OU and RF service to resolve service interruption issues within the company, as well as with partner and other company facilities
- Apply relevant tools to troubleshoot and interpret audio IP, digital video, and basic RF signals
- Identify service issues in a timely manner, update and escalation them as required to determine emergency restoral procedures and alternate routing, and to resolve discrepancies in service
- Handle incoming customer emails and calls in a timely and professional manner
- Perform daily routine alarm monitoring and operational activities to reduce or eliminate any operational hitch to customers
- Perform monitoring of teleport RF/IF equipment, associated ground systems, and full-time services
- Adhere consistently to established procedures and processes and perform troubleshooting for all full-time services
- Assist in monitoring and implementing IP routing, troubleshooting, and other maintenance coordination activities as necessary
- Collaborate with customers to provide solution to any managed service, RF, and teleport trouble issues, and to maintain all service level agreements
- Ensure all follow up activities are completed and correct documentation is maintained by creating and reviewing trouble tickets for RF interference issues, full-time services, or circuit events

- Escalate issues as necessary and provide report to the management team and supervisor on corrective measure applied to service issues
- Provide assistance with activities relating to satellite transition and take part in the on-boarding of new systems
- Participate in adding new services to company's existing operational product line by working closely with support groups
- Create emergency restoral procedures under supervision and discover Teleport Operations alternate routing services for company owned teleports, as well as for third party partner teleports.

Network Operations Center Technician Requirements – Skills, Knowledge, and Abilities

- Strong work ethic in addition to the ability to multi-task effectively
- Strong ability to work without supervision and also to follow instructions, training, and supervision effectively
- Excellent decision-making and analytical problem solving abilities
- Excellent verbal and written communication skills
- One to two years working experience in the telecommunications or related fields
- Strong understanding of standard practices, procedures, and concepts within the telecommunications industry
- Strong knowledge, experience, and understanding of all or some of the following fields: dark fiber services, IP subnetting and layer 2/3 routing, SONET, and DWDM
- Strong experience working with certain equipment platforms, including Cisco Optical platforms, Ciena Optical platforms, Infinera, MRV switches, Juniper MX and EX series, Cisco routers and switches
- Strong understanding of EMS and NMS systems to effectively troubleshoot and navigate
- Strong ability to work 24/7 in a fast-paced environment and on weekends.