



NETWORK OPERATIONS CENTER TECHNICIAN

SUMMARY

The role of the Network Operations Center Technician is to monitor networks in the Network Operations Center (NOC) environment. Working under general direction and following established company processes, NOC Technicians are responsible for handling advanced customer support issues, diagnosing problems, determining appropriate corrective action, bringing issues to resolution and providing internal users with PC and network support. Meets key company performance indicators to minimize the customer's productivity loss caused by network technology outages/incidents.

QUALIFICATIONS

- High School diploma with 2 years experience; or a College degree in a related technology discipline.
- Ability to work flexible shift schedules.
- Ability to provide on-call support during evenings, nights and weekends
- Microsoft desktop OS (Windows 98 and later versions)
- Apple OS familiarity
- MS Dos command

JOB TASKS

- Provide troubleshooting for switches, routers, and other network devices as necessary.
- Assist retail customers with advanced customer support issues/questions escalated from Tier I support.
- Respond to issues raised by wholesale partners.
- Monitor and respond to network outages and alarms.
- Process daily NOC tasks, functions and batch processing.
- Perform and assist with network maintenance and testing.
- Schedule and notify call centers and affected partners of outages and/or network maintenance.

- Support internal users with PC and network support (i.e.: phones, computers, printers, email, etc).
- Test new technology with existing network.

WORK RELATIONSHIPS

- Reports to Director Network Operations & Engineering.
- Works with Field Technicians to support customers.
- Works with Dispatch to coordinate service calls.
- Works with Customer Service Supervisors to coordinate technical support

COMPENSATION & BENEFITS

- Starting off at \$15.00 or based on experience.
- Company paid medical, dental, vision and life insurance-**no waiting period**.
- Flexible health care spending accounts.
- 401k with matching company contributions.
- Generous paid time off policy with 9 paid holidays.
- Non-Exempt position

WORK SCHEDULE

- Full-time; Variable shifts including day, evening, and some weekends.

TO APPLY please send resumes to: nocresumes@dbcmail.com