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## Job description

The Network Operations Center (NOC) Level I Technician position is a key position within the Company's Operations Department. This person will be responsible for providing Level I and potentially some Level II troubleshooting and technical assistance in the areas of our optical transport, Internet, and IP based networks. The NOC Tech will interface directly with customers.

### REQUIREMENTS:

- Serve as the first point of contact for customers, partners, and vendors in the event of an outage
- Proactive network alarm monitoring entire network, including Tier1 monitoring and troubleshooting for regional fiber optics company
- Analyze data to resolve network problems
- Able to professionally, promptly, and consistently keep all stakeholders informed
- Provide documentation, notation, and updates from start to finish of opened tickets
- Effectively and regularly communicate outages to other departments, vendors, and customers
- Works closely with the Engineering Department and partner companies during maintenance windows
- Perform inventory duties
- Career growth opportunities: engineering, network technician, and outside plant
- Coordinate projects with other teams

### QUALIFICATIONS:

- Above average written and verbal communication skills
- Ability to organize and prioritize multiple tasks/assignments
- Customer facing communication required
- Willingness to increase network knowledge
- Ability to professionally resolve customer complaints and escalation issues

### ADDITIONAL INFORMATION:

- Salary: \$15 - \$18 / hour
- College students encouraged to apply

Job Type: Full-time