



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:

- Work Location: In Office – This is not a remote or work-from-home position
- College students encouraged to apply
- Must have valid driver's license

Job Type: Full-time

NebraskaLink dba OPTK Networks



Salary: \$16.00 - \$20.00 per hour

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Tuition reimbursement
- Vision insurance

Schedule:

- 8-hour shift
- Monday to Friday

Ability to commute/relocate:

- Lincoln, NE 68521: Reliably commute or planning to relocate before starting work (Required)

Experience:

- Help desk: 1 year (Preferred)
- Windows: 1 year (Preferred)

License/Certification:

- Driver's License (Required)

Work Location: One location

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3900 NW 12th Street | Suite 100 | Lincoln, NE 68521
402.489.1208 | toll free 888.893.2185 | www.optk.com