

## **Position Title: NOC Technician**

### **Position Summary:**

The NOC Technician works with the operations and management team members in supporting and operating the network as well as customer service.

### **Position Responsibilities:**

Duties include but not limited to:

- Perform monitoring, troubleshooting, and repair of the carrier class network components in ESVBA's network.
- Configure and perform maintenance on customer premise equipment.
- Detect, troubleshoot, isolate and repair failures and degraded performance within the scope of customer service level agreements.
- Administration of ISP functional components such as DNS, IRR, IP Addressing.
- Tier-1/2 complex network & customer support.
- Open TAC cases and trouble tickets with customers, partner carriers, and vendors.
- Diagnose, troubleshoot, and correct network faults as reported by NMS events, logs, and/or customer reports.
- Maintenance of and continued updating of knowledge base.
- Updating of customer nodes and layouts in NMS
- Documentation and communication with customer services.
- Handle all customer notifications regarding maintenance and emergency outages.
- Turn-up of customer nodes as well as provisioning of new nodes.
- Fulfill additional duties as assigned by Network Operations Manager.
- 24x7 On-call schedule.

### **Candidate Qualifications**

#### *Skills & Abilities*

- Basic knowledge of the OSI model
- Knowledge of Layer-2 protocols and features such as STP/RSTP, LLDP, 802.1q, QinQ, G.8032.
- Knowledge of Layer-3 protocols and features such as TCP/IP, OSPF, ISIS, BGPv4, IPv4, IPv6.
- Ability to troubleshoot, isolate, prioritize and remediate issues.
- Capable of multi-tasking, good time management.
- Clear Communicator (both written and oral)
- Use of MS Office suite (Word, Excel, PowerPoint)
- Excellent customer relations skills and ability to work under pressure
- Ability to work within a UNIX environment
- Knowledge of Cisco routers as well as other networking platforms.

### **Job Experience**

#### Required:

- 1-2 years experience within a customer service environment
- Experience on Cisco routers and switches
- Experience configuring network gear for VLANs and some routing

### **Education**

#### Desired:

- High School Diploma. Some college preferred