



Job Description

Job Title:	NOC Surveillance Technician	Job Code:	NOC
Job Status:	Full Time	Location:	Grand Rapids
Pay Range:		Department:	Network Operations

Job Summary

The primary responsibility of the Surveillance Technician will be monitoring the US Signal (USS) network. The technician will also be responsible for fault isolation, coordinating network activity and events taking place during the maintenance window, responding to network outages, and assisting customers with trouble tickets.

Functions/Responsibilities

- Monitor all USS hardware, including muxes, optical transport equipment, routers and servers
- Identify and respond to any network alarms and events, according to USS standards
- Identify, respond to, and coordinate the resources required to resolve network impacting events
- Initiate and coordinate maintenance activities scheduled during maintenance window
- Initiate conference call for scheduled maintenance as well for unscheduled maintenance/outages
- Assist with any necessary testing following maintenance work
- Maintain customer interaction during maintenance
- Respond to customer calls and create trouble tickets as needed; provide customer updates as required per US Signal procedures
- Act as gatekeeper for security measures of USS network both internal and external
- Issue outage notifications, open internal trouble tickets as required, and maintain a shift log of activities and events that occurred during the shift
- Assist in documenting, scheduling, and submitting USS High Risk Notifications and Methods of Procedure
- Perform provisioning duties to include additions, deletions, moves, & cuts
- Special projects as deemed by USS management

Competencies

- 1 year experience working in a Technical Telecom Environment
- Strong knowledge of SONET and IP standards and interfaces
- Strong knowledge of Telecom/Transport Infrastructure
- Knowledge of T1, T3, and optical circuit testing
- High level of analytical ability
- Attention to detail and accuracy



- Excellent organization skills
- Knowledge of Cisco routers and optical transport equipment a plus
- Ability to work well with all areas of the US Signal organization as well as external customers and vendors

Computer Experience

The desired candidate will have experience in Windows and Microsoft Office. Candidate should have experience working with element management software and network monitoring software.

Education

The candidate will have technical training in telecommunications and/or experience with Network Operations Center practices/services. A BS in Telecom or Electrical engineering is a plus.

Experience

The desired candidate will have significant Network Surveillance experience.