



Job Description

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

Job Summary

The NOC Technician I/Flex will be responsible for all level one customer trouble and support for the US Signal Network. Technician will be competent in all facets of T1, DS3, SONET & DWDM Optical Transport facilities, MUXES, DACS, Ethernet Technologies, IP, Networking & Routing, IP interfaces, configurations (Cisco IOS and Adtran AOS) and services.

The NOC Technician I/Flex will also be required to cover scheduled and unscheduled NOC Technician absences for similar and alternate shifts.

Functions/Responsibilities

- Receive incoming customer calls for trouble/technical support
- Create trouble tickets for incoming customer calls utilizing US Signal proprietary ticketing software
- Probe customers for most valuable information in relation to trouble for accurate tickets.
- Work customer trouble ticket
- Perform fault isolation and remote testing using Digital Lightwave ASA 312 and NIC test heads, Tellabs 5500 NGX DCS, Adtran 2820/2800 & Telect MIX56 MUX equipment, and Cisco 15454, 15600 and MSTP maintenance and PM functions for various levels of service from T1 to OC192 and 10G DWDM waves
- Troubleshoot various levels of Ethernet and IP related issues using remote secure session access to Core/PE/Premise managed Cisco (7609, 1841, ASR 1000/9000 series) and Adtran (3200 series) routers, and Ethernet aggregation/premise devices (TA5000, 818, 838, etc.) for various levels of service from 3Mb bonded services to Gigabit Ethernet
- Cooperatively test and work with external vendors, partners and LECs to sectionalize and repair network and local loop issues
- Provide continual status updates to customers regarding trouble tickets
- Configure, manage, and troubleshoot cloud based multi-tenant firewall services (Cisco ASR 1002)
- Support US Signal's cloud-based Data Center solutions (VM, Dedicated Servers, Utility Storage)
- Cooperatively work with other internal US Signal departments such as Engineering and Outside Operations.
- Open internal trouble tickets on USS hardware/software issues and assign to appropriate groups
- Perform provisioning duties to include additions, deletions, moves, & cuts
- Assist USS NOC/NSC on Network Monitoring and provide back-up NOC Surveillance coverage
- Special projects as deemed necessary by USS management

Competencies

- 1 year experience working in a Technical IP Telecom Environment
- Strong knowledge of Telecom/Transport Infrastructure including T1 & DS3 technologies and outside plant facilities
- Familiarity with SONET and/or DWDM
- Strong knowledge of Data/IP Networking including IP Subnetting, NAT, DHCP, etc.
- Strong knowledge of routing protocols including BGP and OSPF
- Experience with MPLS/VRF preferred
- Experience with VES, VPLS preferred
- Working knowledge of UNIX/Linux is a plus
- DNS (BIND) and Email hosting experience a plus
- High level of analytical ability
- Attention to detail and accuracy
- Excellent organization skills
- Ability to multitask in a fast paced environment
- Ability to easily manage a potentially unpredictable schedule
- 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 Microsoft Windows and Office, familiarity with network tools (i.e. ping, trace route, nslookup, etc.), DNS & email servers, and UNIX/Linux operating systems. Experience with customer support ticketing systems is desired.

Education

The desired candidate will have technical training in IP, networking, routing, and telecommunications. A B.S. in Telecom, Computer Science/Information Systems or Networking is a plus. CCNA preferred, or other applicable Cisco Certifications.

Experience

The desired candidate will have a strong working knowledge of Network Operations Center practices/services with significant Data/IP Network Maintenance experience. Technical experience in a data center, ISP, or telecom environment is desired.