

**US Signal Company
JOB DESCRIPTION**

Job Title: NOC Technician I / FLEX Technician Job Code:

Job Status: Full time

Location: Grand Rapids

Pay Range:

Department: Network Operations

Submitted On:

Submitted by:

Tentative Start Date:

Approved:

Job Summary

The NOC Technician I / FLEX Technician 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 services.

The NOC Technician I / FLEX Technician will also be required to perform Maintenance, Surveillance, and Change Management Technician duties to cover scheduled and unscheduled NOC Technician absences for similar and alternate shifts.

These additional duties include monitoring the US Signal Network as a NOC Surveillance Technician. The FLEX Technician will utilize network management software programs such as Cisco Transport Controller, and other SNMP based management software. They will be responsible for alarm troubleshooting and fault isolation of all US Signal Network elements, assets and facilities; responding to network outages and coordinating network activity and events occurring during the maintenance window.

Also as a Change Management Tech (CMC) the FLEX Technician will be responsible for de-conflicting and coordinating planned network maintenance events as well as processing customer correspondence for these events.

Functions/Responsibilities

- Receive incoming customer calls for trouble/technical support
- Create trouble tickets for incoming customer calls
- Probe customers for most valuable information in relation to trouble for accurate tickets
- Work customer trouble tickets
- Continually provide customers ticket status up to resolution
- Open internal trouble tickets on USS hardware/software issues and assign to appropriate groups
- Assist USS NOC/NSC on Network Monitoring
- Act as temporary NOC Maintenance technician cover on alternate shifts as deemed necessary by management
- Act as temporary NOC Surveillance technician cover on alternate shifts as deemed necessary by management
- Act as temporary NOC Change Management Coordinator cover on alternate shifts as deemed necessary by management.
- Special projects as deemed necessary by USS management

Competencies

- 1 year experience working in a Technical Telecom Environment
- Strong knowledge of Data/IP Networking is a must
- Familiarity with SONET and IP standards and interfaces
- Knowledge of Telecom/Transport Infrastructure
- High level of analytical ability
- Attention to detail and accuracy
- Excellent organization skills
- Ability to easily manage a fluid work 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 Windows and Microsoft Office. Familiar with customer support ticketing systems is desired.

Education

The desired candidate will have technical training in telecommunications and/or experience with Network Operations Center practices/services.

Experience

The desired candidate will have significant Network Maintenance experience. Technical experience in a telecom environment is required.