

JOB DESCRIPTION

Position: Network Operations Center Specialist

Department: NOC

Position Purpose:

The Network Operations Center Specialist plays a vital role in ensuring a robust, secure, and reliable customer experience on the CL Tel state-of-the-art network. Primary duties include assisting in the operation, upgrades, maintenance, installation/removal, and servicing of facilities, the data, voice, video, backbone, and access networks. The NOC Specialist provides Tier 2 support for complex external and internal customers as needed. This team member collaborates with system administrators and all NOC staff, CL Tel staff, and consultants as needed to assess the current and future system and equipment needs.

Principal Responsibilities:

- *Monitors network system performance.
- *Prepares logs, reports, user guides, and other necessary documentation as needed to track and analyze use and costs of network equipment and systems.
- *Executes backups, recovery procedures, equipment repairs, and preventive maintenance.
- *Trains external and internal users in the proper use of existing and new equipment and assists them in identifying and resolving any problems.
- *Identifies areas of operation that require equipment modifications and upgrades.
- *Researches, assesses, tests, and evaluates hardware and software upgrade options to determine efficiency, reliability, and compatibility with existing systems.
- *Assists in the development and maintenance of HPBX device software upgrades and customer sales requests, and telecommunications equipment for customer premises equipment.

- *Develops procedures and drafts necessary guidance documentation for installation, use and troubleshooting of hardware and software.
 - *Learns about available equipment, products, and services through vendors.
 - *Compiles technical specifications and requirements to send to vendors for bids.
 - *Develops, maintains, documents, and implements business continuity and disaster recovery plans for telecommunications networks.
 - *Maintains knowledge of industry best practices and emerging technology by completing continuing education courses or meetings.
 - *Monitors or participates in the installation of equipment as directed.
 - *Assists in compliance with state and federal regulatory requirements.
 - *Performs other related duties as assigned.
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Personal Specifications:

Education/Experience:

At least three years of related experience is highly desired. Bachelor's or Associate degree in Information Science, Computer Sciences, Management Information Systems or a related field required.

Job Knowledge:

Excellent verbal and written communication skills.

Proficient in Microsoft Office Suite 365 or related software.

Excellent organizational skills and attention to detail.

Strong analytical and problem-solving skills.

Ability to use or learn about networking, routing, switching, trunking, VMware, firewalls, VoIP, including, but not limited to vendor-specific Calix, Innovative Systems and Metaswitch, and a variety of operating systems including, but not limited to, Windows, Unix OS, and Linux OS.

Ability to work independently and as a team member.

Ability to use integrated computer-aided software engineering tools.

Physical Job Requirements and Working Conditions:

Must be able to distinguish colors.

Prolonged periods sitting at a desk and working on a computer.

Must be able to lift up to 50 pounds at times.

Related Skills:

Familiarity with Cisco routers

Basic knowledge of DC powerplant

Willingness to learn IPTV

Experience with business and/or complex CPE.

Position Relationships:

Reports to Network Operations Supervisor

*All CL Tel job descriptions are to be used as general guidelines for each job and are subject to periodic review and change as warranted. 2-20-23