

<b>Position Title:</b>	<b>Network Operations Center Engineer</b>	<b>Department: NOC</b>
<b>Reports To:</b>	<b>NOC Director</b>	<b>FLSA Status: Non-Exempt</b>

### **General Summary:**

The Network Operations Center Engineer provides tier 3 support for customer and network troubles. The NOC Engineer is also required to perform provisioning of core network elements; IP Network routing and switching equipment, TDM/SONET/DWDM and IP network transport equipment, MSAP or DSLAM aggregation equipment, Voice switching and soft-switch equipment. Service Order provisioning of core, edge and CPE as needed. This position is also responsible for updating and maintaining network status and performance monitoring systems as well as producing network documentation.

### **Essential Job Functions:**

- Author, schedule and perform network maintenance activities and Methods of Procedure (MOPs).
- Follow and adhere to established guidelines and best practices.
- Coordinate installation, testing, and acceptance of new network equipment, facilities and infrastructure.
- Monitor and maintain network and associated software, including responding to tickets.
- Identify, categorize and respond to network problems.
- Manage changes, upgrades, improvements and integrations.
- Participate in an on-call rotation and provide after-hours support.
- Act as an escalation point for support to the NOC for customer and/or core network elements
- Take ownership of and coordinate shared projects as needed between other Operations departments and the NOC
- Configure and maintain all network monitoring and notifications
- Carry out skills and proficiency training for the Network Operation Center team
- Assist in testing and developing standards for all of Otelco customer premise equipment
- Perform and manage assigned special projects, tasks and other duties as assigned\*

\*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

### **Knowledge, Skills, and Abilities:**

- Experience working in an internet service provider or telecommunications environment.
- Experience working with and supporting IP network, voice-switching, transport and other managed services or related technologies.
- Experience working with Microsoft Office 365 applications including Visio.
- Must have strong self-motivational skills as well as possess administration, coordination and prioritization abilities.
- Skills in identifying, establishing, documenting and following best practices with respect to problem solving and trouble resolution.
- Ability to assess and prioritize faults and respond or escalate accordingly.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner both orally and in written formats.
- Ability to organize and re-prioritize multiple work assignments in a fast-paced, changing environment is also necessary.

- Advanced knowledge and demonstrated experience in IP routing protocols such as BGP and OSPF and enhanced technologies such as ERPS, MPLS and VPLS considered a plus.

**Education and Experience:**

Associates degree or one to three years’ experience working in a telecommunication, service provider, IT or similar environment required. CCNA certification, partial achievement towards or equivalent experience will be favored.

**Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to service orders and trouble reports.				X
Hearing: Must be able to hear well enough to communicate with employees and business contacts.				X
Standing/Walking: Must be able to move about work site.	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions; may involve occasional exposure to some of the elements listed above.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

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