

<b>Position Title:</b> Technical Support II Technician (NOC 2)	<b>Status:</b> Non-Exempt
<b>Department:</b> NOC	<b>Report To:</b> NOC Director

The Technical Support II Technician (NOC 2) position will be a key position within OTELCO's Network Operations Center. This person will be responsible for providing provisioning and administrative tasks and technical assistance in the areas of our voice switched, VOIP/HPBX, transport and IP/Data networks for both our ILEC and CLEC operations. This person will report directly to the NOC Director, and will interface with the other work groups as needed.

**Essential Job Functions:**

- Provide Level II support to the Technical Support/Network Operations Center for customer and/or network troubles, questions, etc.
- Provide one on one support for Service Technicians working in the field.
- Monitor all voice, data, and transport networks, including but not limited to GR-303, host-remote links, backhaul circuits and trunk traffic data for potential issue and/or anomalies and respond accordingly.
- Provision, and configure DMS 10, DACs, MUX's, DSLAM's, T1's, for new facilities based customers as needed for routine service activation.
- Perform special projects as needed.
- Assist the assignment department on an as-needed basis.

\*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 in transport and voice-switched services or IP/router managed Internet or related technology.
- Experience in Microsoft Excel, Word, Access, Visio, and WAN/LAN technology is preferred.
- Knowledge of telecommunications technology and/or previous telecommunications or Internet Service Provider experience preferred.
- Must have strong self-motivational skills as well as possess administration, coordination, and prioritization abilities.
- Knowledge of company products and services.
- Skill in operating various office equipment such as personal computer and telephone systems.
- Skill in identifying and resolving subscriber problems.
- Skill in oral and written communication.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments in a fast-paced, changing environment is also necessary.
- Ability to pay close attention to detail.

**Education and Experience:**

Associates degree or equivalent experience plus one to three years telecommunications experience.

**Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking:	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 with the absence of disagreeable conditions.

**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.

*OTELCO is an equal opportunity employer and does not discriminate on the basis of age, sex, gender identity, color, race, creed, national origin, religious persuasion, marital status, political belief, or disability.*