

POSITION TITLE: NOC Technician

Expert Technology Associates is a recognized leader in sales, consulting and on-going support of voice and data technology systems is looking for a NOC (Network Operations Technician) Technician to join our operations team.

Description of Responsibilities:

Responsible for monitoring, supporting, and troubleshooting data and voice systems. This position is a critical part of the Operations team and plays a significant role in the department's overall success.

Additional Responsibilities include:

- Respond to customer phone calls and emails by recording details of events in ETA ticketing system, keeping the customer up-to-date on problem resolution.
- Must possess ability to troubleshoot problems by following procedures, work under pressure and respond quickly in a crisis-centered, business-critical environment. Should enjoy working on a problem and seeing it to resolution.
- Be the single point of contact for dedicated customers seeking technical assistance.
- Ensure problems are satisfactorily resolved in a timely manner with focus on providing a high level of support for all customers.
- Keep customer informed of status of ticket and estimated time to repair once the trouble ticket has been created.
- Assist in the rapid assessment of both the nature and severity of customer problems and initiates calls to various support organizations as needed.
- Proactively monitor customer's connections utilizing sophisticated network monitoring tools.
- Run reports, tracking escalations and other key performance indicators
- Assist management with any duties deemed necessary to fulfill responsibilities

JOB REQUIREMENTS AND QUALIFICATIONS

Skills

- Must have good written and verbal communication skills along with the ability to multitask in order to facilitate the resolution of multiple incidents at any given time.

Education

- Four years of high school, vocational school, or equivalent

Experience

- 2-3 years experience in network operations center, call center, or support center

Knowledge Requirements

- Experience with Telephony/VOIP Network Operations/MPLS/SIP
- Expert level understanding of LAN and WAN Internetworking Devices: Functions of Internetworking, Linking Devices (Repeaters, Bridges, Routers, and Gateways), Configuring, Routing IP Addresses, Subnetting and knowledge of Frame Relay and ATM Switches
- Proven ability for learning technology by means of industry recognized certifications desired
- Superior customer service skills
- Excellent communication skills, both verbal and written English
- MS Office Tools Proficiency

The Right Candidates will benefit from:

- Full benefits package including disability and life insurance
- 401 K program
- An extensive and ongoing training program
- Education Reimbursement

If you would like to apply to this position, please send your resume for consideration to:
servicecareers@expertta.com.