

Position Description

Network Operations Center Technician

Job Summary and Objectives

The Network Operations Center Technician will serve as immediate escalation for the Technical Support Representatives (TSRs) to provide advanced technical assistance to subscribers, and produce documentation for TSRs to resolve reoccurring technical issues. The Network Operations Center Technician will also actively monitor various systems and take measures to correct network issues as they arise. The Network Operations Center Technician will test returned equipment for redeployment back into the field upon passing inspection. Additionally, the Network Operations Center Technician will field support calls/e-mails from high priority customers, and work to resolve any issues. The Network Operations Center Technician promotes positive public relations through knowledgeable, responsive, and courteous interactions with current and potential subscribers, partners, contractors, vendors, and the general public to fulfill the goals of Co-Mo Connect.

Responsibilities and Essential Job Functions

- A. Monitors and troubleshoots voice, video, and data networks to proactively determine outages or problems with the services. Sends Outage/Service Degradation Notifications, Updates, and Resolutions to appropriate stakeholders in a timely manner.
- B. Works any escalated tickets in a timely manner and escalates to next tier if needed.
- C. Maintains accurate and complete records of incoming calls/tickets/alerts, conversations, troubleshooting steps, and resolution.
- D. Creates knowledgebase articles and how-to documents based on successful troubleshooting steps performed.
- E. Identifies and escalates any issues with products or services that impact subscriber acceptance, satisfaction, or retention.
- F. Fields calls/e-mails from high priority subscribers, including carriers, downstream ISPs, IPTV partners, business subscribers, etc., and troubleshoots any issues.

- G. Maintains department knowledge resources by reviewing processes and recommending changes to improve the overall effectiveness of those processes.
- H. Creates a turnover document based on tickets/incidents handled, including details about any lingering issues, and then reviews the document with the oncoming shift.
- I. Follows and signs off on a checklist to ensure systems are operational. Works to remedy any issues discovered.
- J. Tests firmware revisions for network devices, including but not limited to ONTs, STBs, and switches in a lab environment.
- K. Tests returned equipment for reuse in the field upon passing inspection. Ensures documentation is properly kept for each device tested.
- L. Attempts to reproduce subscriber issues in a lab environment, and work with vendors to isolate the cause.
- M. Promotes a positive subscriber experience through ongoing and effective employee/subscriber/contractor/vendor/partner communication. Attends community and promotional events as appropriate.
- N. Promotes and maintains a safe working environment, observes all safety rules, and supports the Mission Statement and Core Values in carrying out the responsibilities of the position.
- O. Supports and keeps abreast of bylaws, guidelines, policies/procedures and philosophies to effectively serve and support members and subscribers.
- P. Performs other duties as assigned in order to fulfill the objectives of Co-Mo Connect and this position.

These statements are intended to describe the general nature and level of work being performed by people assigned to this position. This is not intended to be construed as an exhaustive list of all responsibilities and tasks that may be assigned.

Relationships

Reports to: Network Operations Manager

Directs: None

Internal: Regularly confers with Co-Mo Connect employees and other departments within as needed.

External: Maintains great relations with vendors, contractors, subscribers, partners, customers, and the general public in carrying out the responsibilities of this position.

Physical Requirements

This position mainly requires sitting to complete work with a computer and telephone. Some walking and standing are also required, as well as occasional lifting and/or carrying and/or pushing/pulling of various equipment such as routers, servers, or switch gear less than 20 pounds. A team approach is expected for tasks with forces greater than 20 pounds. Visual and audio acuity is essential to this position.

Qualifications

To perform the job successfully, an individual should have the following education, competencies, and experience:

- High school diploma or equivalent required.
- Associate degree or coursework in Information Technology related field is preferred.
- 1+ years of technical support experience.
- Proven ability to multi-task and plan/organize work to meet deadlines, all with a high degree of accuracy with attention to detail.
- Strong analytical and critical thinking skills with demonstrated problem solving abilities.
- Effective communication skills, both written and verbal, and the ability to work as a team player.
- Understanding and appreciation of technology and telecommunications along with general computer skills and proficiency in using standard office equipment.
- Demonstrated ability to effectively deal with people in difficult or stressful situations.

Working Conditions

Normal office conditions, some irregular hours may be required. Occasional day time travel for training or various errands as needed to complete the responsibilities of the position.

The Network Operations Center Technician is a non-exempt position.

Co-Mo Connect Powered by Co-Mo Electric Cooperative, Inc. is an Equal Opportunity Employer and employment is at-will.

Reviewed by Supervisor

Printed Name: _____

Signature: _____

Date: _____

Reviewed by Employee

Printed Name: _____

Signature: _____

Date: _____