



UPN is adding an experienced **Network Operations Center (NOC) Technician** located by KCI in **Kansas City, MO.** This new role will directly monitor core network elements, network performance, and facilities for service issues. Tech advises field service engineers in regional markets of trouble reports and will coordinate, isolate, diagnosis, and repair in a timely manner. This new technician must be able to work in multiple systems and manager assigned tickets and change management notifications.

Specific responsibilities include:

- Directly manage network and monitor core network elements
- Manage and monitor customer interfaces off of UPN switches/routers
- Off hours on-call responsibilities (rotating shift)
- Maintain a constant understanding of UPN's Data network
- Effectively lead and coordinate troubleshooting efforts during outages
- Continuously prioritize dynamic workloads based upon the state of the network
- Report directly to senior leadership on overall NOC performance.
- Document overall support plans with manuals and standards.
- Document specific support plans for each customer based on contracts.
- Review network logs to discern state changes of network equipment
- Perform remote resolution of faults through various Element Management Systems (EMS)
- Creation and routing of tickets to appropriate markets for resolution
- Manage monitoring, repairs, installation, and turn up of complex services.
- Special projects as assigned

Requirement for the position include:

- Associate's degree in CIS, MIS, related technical school or applicable work experience
- CCENT, CCNA, or other Cisco certification preferred
- Telecommunications experience preferred
- Advanced Cisco routers and switches experience preferred
- Knowledge of LAN/WAN technologies
- Understanding of TCP/IP and the OSI model
- Experience monitoring and analyzing moderately complex network and network facilities, direct customer contact through inbound calls to UPN, communication with type II vendors (trouble ticket status, escalations, etc.), and coordination with UPN engineers and construction teams.
- Intermediate computer knowledge of Microsoft Office
- Operating experience with network routing protocols; eBGP, iBGP, OSPF
- Operating experience with MPLS
- Operating experience with Metro Ethernet and QoS
- Excellent communication skills - verbal and written

Salary is commensurate upon education and experience. Qualified candidates interested in this opportunity should submit their cover letter and resume.

UPN is an Equal Employment Opportunity/Affirmative Action Employer: M/F/D/V

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