



Here we GROW again! UPN is currently looking for an experienced **Network Operations Center Manager** located near the airport in **Kansas City, MO**. This candidate is responsible for the support of all Unite Private Networks markets, core transport devices/intercity transport, and customers. Position directly manages a 24/7 365 Network Operations team that monitors core network elements, customer elements, network performance, network maintenance and provides system and troubleshooting support for customers' service issues. The NOC Manager will oversee service affecting maintenance notifications, monitoring of outages, departmental reporting, and executive communication on outages.

Specific responsibilities include:

- Directly manages network operations team responsible for monitoring core network elements, network performance, and facilities for service issues.
- Provides leadership for technical tier I and tier II troubleshooting.
- Maintain a constant understanding of UPN's Data network.
- Effectively lead and coordinate troubleshooting efforts during outages.
- Communicate with customers', Executive teams, and meet with potential customers to discuss processes.
- Report directly to senior leadership on overall NOC performance and deliver monthly reporting.
- Prepare and proofread reason for outage (RFO) responses prior to sending to customers.
- Document specific support plans for each customer based on contracts.
- Own the overall troubleshooting process for equipment, software and connectivity issues by working closely with internal and external teams, including escalations to other service providers during service outages.
- Work closely with engineering and field operations on development, design, and implementation of new services and processes.
- Effectively and professionally communicate via phone and written communication with customer and UPN Executive teams.
- Manages monitoring, repairs, installation, and turn up of complex services.
- Works closely with sales teams on RFPs, customer reporting, and escalations.
- Special projects as assigned.

Requirement for the position include:

- Bachelor's degree in CIS, MIS, related field or applicable work experience
- CCNA, CCNP, or other Cisco certification preferred
- 2+ years of management experience
- Advanced VoIP experience preferred
- Advanced Cisco routers and switches experience
- Advanced knowledge of LAN/WAN technologies
- Advanced knowledge of MPLS
- Advanced understanding of TCP/IP and the OSI model
- 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

- Ability to communicate a Layer 1, Layer 2 and Layer 3 network using a whiteboard and standard terminology
- Excellent verbal communication and written skills with the ability to clearly document and communicate plans and reports to peers, team members, business partners and customers.
- Proficiency in OSI model with ability to provide understanding and training to team.
- Ability to adapt to and promote organizational change.
- Excellent customer service skills.
- Must possess a strong ability to communicate effectively with all levels of management.
- Excellent time management and problem-solving skills.
- Ability to quickly read and triage email communications.

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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