



We are growing! UPN is currently looking for an **Lead NOC Technician** located in **Kansas City, MO**. This candidate is responsible for UPN's overall day to day customer support. Position directly monitors 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. Additional Requirements: Monitors and analyzes 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. Candidate must be able to work in multiple systems and manage assigned tickets and change management notifications in addition to being able to work across and lead multiple teams during large scale outages.

**Specific responsibilities include:**

- Directly manage network and monitor core network elements.
- Manage and monitor customer interfaces off of UPN switches/routers.
- Isolate and diagnose Layer 1 and Layer 2 network issues on Cisco devices.
- Maintain a constant understanding of UPN's Data network.
- Effectively lead and coordinate troubleshooting efforts during outages.
- Comprehend and work to resolve MOE rings in simplex.
- 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:**

- Bachelor's degree in CIS, MIS, related technical school or applicable work experience.
- CCNA, CCNP or other Cisco certification preferred.
- NOC/Telecommunications experience preferred.
- Advanced Cisco routers and switches experience preferred.
- Knowledge of LAN/WAN technologies.
- Understanding of TCP/IP and the OSI model.
- Advanced knowledge of Microsoft Office (Outlook, Excel, and PowerPoint).
- 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.



- 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.
- Ability to multi-task, meet objectives, and solve issues in stressful situations with high speed of completion and high degree of accuracy.
- Experience with troubleshooting Ethernet networks and Secure CRT commands/interpretations.
- 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.

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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