



The Network Operations Technician 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, manage assigned tickets, and change management notifications.

RESPONSIBILITIES

- Directly manage network and monitor core network elements
- Manage and monitor customer interfaces on UPN switches/routers
- 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

PREFERRED REQUIREMENTS

Education

- Associate degree in CIS, MIS, related technical school or applicable work experience
- Network +, CCENT, CCNA, or other networking certification preferred

Experience

- Telecommunications experience preferred
- Advanced Cisco routers and switches experience preferred
- Knowledge of LAN/WAN technologies
- 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



Skills/Abilities

- 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
- 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.

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