



Unite Private Networks is THE top-of-the-line telecommunication company. We are seeking an experienced **Network Operations Technician (NOC)** for our **Engineering & NOC** team. This role is primarily responsible for UPN's overall day to day customer support by providing exceptional customer service and technical support.

***** The schedule for this position is Tuesday through Saturday, 12pm to 8am. Only apply if you can commit to this schedule. *****

Specific responsibilities may include, but not limited to:

- 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.

Requirements:

- Associate degree in CIS, MIS, related technical school or applicable work experience.
- 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.
- Can commit to working Sunday through Thursday, 8:00am to 5:00pm.
- 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.

Qualifications (What Makes YOU Stand Out):

- 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
- Network +, CCENT, CCNA, or other networking certification preferred.

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 Employer

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