# Title: Network Operations Center Technician

# Reports to: Network Operations Center Supervisor

# Effective Date:

# FLSA Classification:

**Location: Cape Girardeau, MO**

# Compensation Range:

# Job Summary:

The Network Operations Center Technician will rely on excellent customer service, problem-solving, and communication skills to provide support to resolve most day-to-day issues. Success in this role requires a well-rounded individual with a genuine enthusiasm for technology and a keen interest in helping customers by resolving their service needs.

Duties/Responsibilities:

* Provide monitoring and support of complex network environment, applications servers, and voice & data services using a combination of monitoring tools to ensure availability.

• Monitor, triage and log incidents using Big River Communications’ Ticketing system.

• Troubleshoot and resolve customer communications incidents in a timely and efficient manner through the utilization of various networking analysis tools.

• Document and escalate, as appropriate, all relevant incidents to management based on complexity or time constraints and assist in providing timely resolutions.

• Assume the designated responsibility that is assigned during an incident or network event.

• Provide a high level of customer service through developing excellent customer relationships.

• Act as an escalation point for other departments. When possible, provide mentoring, training, and coaching to other departments.

This is not meant to be an exhaustive list of duties and responsibilities. Position may require additional tasks, duties or projects as assigned.

Required Skills/Abilities:

## A strong working knowledge of LAN, WAN, and circuit diagnostic equipment and tools

## Understanding of all OSI layers from application to physical

## Knowledge of VOIP protocols such as SIP and MGCP, and experience with network monitoring

## Education and Experience:

* Bachelor's degree in Computer Science, Information Systems, or 4 or more years of hands-on experience in Information-Technology or Network Operations is encouraged.
* Excellent communication skills
* Must have a clean driving record and the ability to pass a criminal background check.

## Physical Requirements:

* Must be able to sit at a desk for extended periods, working at a computer up to 8 hours per day.
* Ability to communicate orally and in writing.
* Ability to physically operate personal computers, copy machines, telephones, and other common office machines and equipment.

## Equal Opportunity:

i3 Broadband is an equal opportunity workplace that respects the diversity of our customer base and our team. We will treat customers, employees, and applicants fairly without regard for gender, race, age, or any other characteristics protected by law. Our employment decisions are made on the basis of qualification, merit, and business need.