



## Network Support Specialist

### **We meet at last!**

This is the position for you if you can answer “yes” to these questions. Are you analytical? Can you provide basic problem solving skills to end users? Do you know when to escalate trouble to higher level Network Support Center position? Can you develop technical and professional skills through trainings and self-learning experiences? Yes. Great! You have experience working with MS Word, Excel, Notepad, and good basic overall telephony and computer skills. It is no problem all Tier 1 shifts overlap with Tier 2+ shifts to provide escalation and mentoring as needed? Well that’s fantastic, because we think you’ve scored by finding your way to us.

### **Expectations**

We want someone who has experience working in a Network Support Center (NOC) or prior relative training in telecom or IP networking. Also, has amazing customer service and interpersonal skills. We’re looking for a “network support specialist,” which is corporate speak for able to work non complex issues with none to minimal assistance and very limited independent judgment. As a “Network Support Specialist” you have basic skills with moderate level of proficiency and understand logistics flow process. Our goal is to build your skills and give you experience in a variety of network support capacities to help you get a better idea of what you want to focus on as you pursue your career dreams.

### **What will you be doing?**

While supporting and promoting the mission, value, and principals of PowerNet, you’d be involved in the following types of projects:

#### **Trouble Tickets**

- Resolve on-going repair issues and escalations
- Work assigned daily tickets and ensure tickets are worked in a timely manner and escalated when necessary
- Ability to maintain professional composure when working with customers and colleagues.
- Provide above standard service to all customers (Internal and External)
- Provide support to Customer Care, Internet and other departments as needed.
- Provide proactive updates to Customers, Agents, and ADMs on current status of tickets
- First response for all calls and emails received to the NOC
- Basic troubleshooting with Carriers, vendors, and equipment
- Complete Work Orders for research, testing, and customer MAC

### **Monitor Internal Network**

- Responsible for monitoring and ensuring network quality and reliability by proactively correcting network faults
- Respond to network alarms and troubleshoot the problem
- Responsible for immediately calling the designated personnel if problems/outages are identified or enlisting the assistance of a higher level technician.
- Properly review and block service affecting looping or excessive calls
- Perform network testing, monitoring, troubleshooting, and analysis of telecom network facilities as well as large IP networks.

### **Voice Troubleshooting**

- Temporarily reroute calls
- Perform test calls to new routes over new or existing underlying Carriers
- Work with Network Planning to ensure optimum route performance.
- Identify and repair faults with voice trunks and circuits
- Troubleshoot both traditional and VoIP telephone equipment

### **Data Troubleshooting**

- Identify core IP network problems and address accordingly
- Troubleshoot wireless customer networks and escalate as needed
- Basic understanding of common router operating systems

### **Reporting/Uploads**

- Run daily reports as requested
- Review and take action on reports as necessary
- Upload files to the Switch as requested
- Complete any additional reports as needed by Network Planning Department and various other departments

**Send us your resume – We want to hear from you!**