



TITLE: Network Operations Center Technician
COMPANY: TelNet Worldwide
LOCATION: Troy, Michigan

NETWORK OPERATIONS CENTER (NOC) TECHNICIAN. Join the high performance team at TelNet Worldwide as a Network Operations Center Technician in their Troy, Michigan location. Your passion for technology, ability to understand and assess new technologies and understand their applicability to business are key. This position is a shift position supporting a 24/7 operation. If your toolbox includes strong analytical thinking and problem solving, this may be your dream job.

RESPONSIBILITIES.

- Monitor TelNet and its vendor networks/network elements to ensure proper performance and utilization.
- Utilize network/equipment monitoring tools to identify and initiate activities to avoid service disruption on a proactive basis.
- Actively participate in customer order turn-ups or repairs, when necessary.
- Dispatch TelNet or vendor technicians for service installations/repairs, when necessary.
- Actively participate in TelNet network projects, when necessary.
- Serve as central point of contact for TelNet network-related activities and information.
- Strong ability to diagnose server or network alerts, events or issues.
- Understanding of common information architecture frameworks.
- Ability to escalate too large or complex issues to management or senior resources expediently.
- Ability to perform and decipher packet captures (Wireshark).

COMPENSATION. \$28 - \$33 per hour, based on your experience.

BENEFITS. TelNet Worldwide offers a comprehensive package of benefits including medical, dental, prescription drug, vision coverage, flexible spending account; paid holidays and paid time off; 401K retirement plan; long-term disability insurance, life/accidental death insurance, supplemental insurance options; tuition reimbursement, training/certification programs.

WHAT YOU NEED TO BE SUCCESSFUL.

- 3 years in a technical or customer support role within a telecommunications company or similar organization, required.
- Experience working in a Network Operations Center or Technical Customer Service, desired.
- Degree in computer science, information systems/technology, communications management, network operations/management, network security, or experience in a technically related field, desired.
- CCNA Voice certification, desired.
- Extensive knowledge of TDM, packet based, IP telephony, Voice and hosted platforms.
- Understanding of switch routing, simple and complex translations.
- Basic knowledge of VoIP and related protocols such as SIP and RTP.
- Familiarity with Adtran and Cisco routers along with their basic configurations.
- Understanding of FoIP protocols and network requirements.
- Experience with a variety of operating analyzers and network monitoring tools such as: Orion and MSP.
- Experienced with network test equipment such as: JDSU HST3000.
- Familiarity with the following protocols: SIP, TCP/IP, SS7, PRI.
- Determine/implement modifications to existing configurations within the customer premise equipment.
- Ability to work a flexible schedule (day, evening and/or night shift) in a 24/7 operations area with minimal supervision.
- Excellent time management, organization, decision making, problem solving and communication skills.
- Ability to lift up to 50 pounds, when necessary.
- Unrestricted right to work in the United States, required.

NO PHONE CALLS PLEASE.

APPLICATIONS TAKEN ONLINE ONLY AT <https://telnet.sdsjobs.com/>

LEARN MORE ABOUT THE COMPANY BY VISITING <http://www.telnetww.com/>