
Job Description

Job Status: Permanent / Full-time
Title: Network Operations Center (NOC) Technician
Reports to: Network Operations Center Manager
Location: Neptune, NJ

Position Overview: Spectrotel is a “carrier of carriers” with around-the-clock surveillance, troubleshooting and maintenance at our newly built Network Operations Center (NOC). Customer Service is the hallmark of Spectrotel and qualified candidates shall be responsible for delivering Best in Class service to our valued customers and providing technical support for Spectrotel’s robust suite of Voice, Data, and Manage Services products.

Candidates should have flexibility in scheduling as the NOC handles inbound inquiries for our base 24 hours a day, 365 days a year. We provide technical support to customers through ACD and email support systems, with focus on a quick and concise resolution.

Responsibilities and Functions:

- Trouble Ticket Owner responsibilities for tickets in H2O Repair ticket Bucket opened for customers needing higher tiered attention than a CSR.
- Answer email inquiries, with focus on a quick and concise resolution.
- Provide 2nd level support to Spectrotel users by answering questions involving product information and update customers calling/emailing in for service.
- Coordinate and follow up on network repairs and dispatch the appropriate vendor / specialist depending on the type of issue.
- Knowledge of POTS , CENTREX, ISDN ,DSL , EOC , FIBER AND SIP TRUNKING.
- Knowledge of various carrier portals (VZ, AT&T, WINDSTREAM, CENTURY LINK).
- Flexible hours (available to work weekends and be on call).
- Data services to include MPLS, Frame Relay, VPN, and Private Line Connections.
- Test Circuits such as T1 and DSL loops with partner carrier technicians working in the field using MLT, to test the repairs and close out tickets.
- Execute Tier I and II level change requests for Customer Router Configurations for Spectrotel supported routers and firewalls.
- Sell and Provide Professional services.
- Upsell additional products and services as applicable or provide leads to Sales.
- Setup, troubleshoot and repair of mid-level Complex IP services like MPLS, VPN, and QOS supported circuits.
- Perform other duties as instructed by Spectrotel Management.

Desired Skills & Experience:

- Minimum 1 year experience in Help Desk environment
- Minimum one year hands on experience with Computer Hardware/Software
- Minimum one year hands on experience with Computer Networking

- Data Networking education and/or industry certification
- Working knowledge of the 7 layer OSI model
- Working grasp of TCP/IP, PPPoA, PPPoE, RFC1483, HTTP, and SMTP as well as basic knowledge of SIP/MGCP and VoIP Technologies
- Basic Knowledge of email packages, clients and web authoring packages and clients
- Knowledge of cabling and network topologies
- Knowledge of Fiber/DS3/DS1 technologies
- Experience servicing customers on-site or via phone support
- Organizational skills and ability to self-manage workload
- User level knowledge utilizing Microsoft Office
- Capable of generating new ideas and continuous improvement efforts
- Excellent verbal and written communication skills
- Ability to multi-task
- Flexibility in scheduling
- Demonstration of a “customer first” attitude
- Bachelor’s Degree or equivalent experience

Preferred Qualifications:

- Foreign language(s): Any foreign languages are very desirable
- CCNA preferred

Special Skills/Equipment:

- Cisco, ADIT, Adtran and Netopia T1 Routers
- Netopia, Speedstream, Xycel, and other DSL routers
- MS Office
- In depth working knowledge of the 7 layers of the OSI model
- Basic Firewall Config Support
- Unix

Company Description: For 20 years Spectrotel has been providing quality, affordable and personalized services to clients who seek simplicity and outstanding service. Our successful rapid growth for the past two decades is based on listening to our customers, anticipating their needs and delivering solutions that take care of their communication challenges. We are a full-service telecommunications provider in the SMB and enterprise customer space, specializing in the aggregation of Voice, Internet and Managed Services by combining best in class personalized service, leading edge technology, and competitive pricing that is unparalleled in the industry.

To Apply Email: hr@spectrotel.com

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Company recognizes that an individual with a disability may require an accommodation to enable



We keep it simple. We make it personal.

him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.