



## **NOC TIER 2 TECHNICIAN**

**POSITION PURPOSE:** 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 therefore 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 Managed 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.

### Company Overview:

For 25 years, Spectrotel has been providing quality, affordable and personalized services to clients who seek simplicity and outstanding service. We attribute our successful and rapid growth to 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.

### MAJOR RESPONSIBILITIES:

- Trouble Ticket Owner responsibilities for tickets in the Repair ticket system.
- Answer email Inbox inquiries, with focus on a quick and concise resolution on Equipment and Circuit issues.
- Provide 2<sup>nd</sup> Level Support to Spectrotel Users by answering questions involving Cisco routers and Firewalls, 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.
- Working Knowledge to perform repair actions on Spectrotel MANAGED ROUTERS and FIREWALLS: i.e. CISCO, FORTINET, MERAKI and/ or various other vendor equipment
- Knowledge of working within various carrier portals (8X8, COREDIAL, INTELEPEER, AND BROADVIEW)
- Flexible hours (available to work weekends and be on call).
- Working knowledge of Data services to include but not limited to MPLS, VPN Protocols, QOS, and Private Line Connections.
- Continuous monitoring for problems on customer networks via Solar Winds NMS
- Working knowledge of Unified Threat Management Firewalling protocols like IPS/IDS, Websense, and spam/malware protection.
- 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.
- Upsell additional products and services as applicable or provide leads to Sales.
- Perform other duties as instructed by Spectrotel Management.



**MAJOR CONTACTS:**

- Sales Teams
- Customers
- Repair Center Management
- Provisioning
- Vendor Partners
- Engineering

**MINIMUM QUALIFICATIONS:**

- Minimum 8 years' experience in NOC environment
- Minimum 8 years hands on experience on Fortinet and Meraki Hardware/Software.
- Minimum 8 years' experience in Network Operations
- Data Networking education and/or industry certification
- In depth working knowledge of the 7 layers of the OSI model
- Minimum 8 years' experience in Solar Winds
- Working grasp of Firewalling and basic firewalling protocols (IPS/IDS) and infrastructures.
- Knowledge of Cabling and Network Topologies
- Knowledge of Fiber/DS3/DS1 technologies
- Organizational skills and abilities 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
- Flexibility in scheduling
- Demonstration of a "customer first" attitude
- Bachelor's Degree or equivalent experience

**PREFERRED QUALIFICATIONS:**

- CCNA preferred

**SPECIAL SKILLS/EQUIPMENT:**

- Cisco, Adtran and various T1/IAD Router Models
- Speedstream, Xycel, and other carrier provided DSL routers
- Working knowledge of Firewall Config Support for Fortinet and Meraki or like firewall models.

Spectrotel is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, or any other legally recognized protected basis under federal, state, or local laws, regulations or ordinances.