



CUYAHOGA VALLEY
CAREER CENTER

Cuyahoga Valley Career Center

Job Posting #1992

Job Posting Date: 3/25/2019

Employer Information:

First Communications Contact: Mr. Rich Dawson 3340 W Market St. Akron, Ohio 44333 Phone: (330) 835-2323 Ext: E-mail: rdawson@firstcomm.com

Main Business:

ISP/Telecommunications

Job Title: NOC Support Technician

Full/Part-time: Full-Time **Job Hours:** Business hour

Job Duties:

Help Desk related

Compensation: _____

Special Notes / Additional Information:

See Attached Position Description

How to Contact: E-mail resume

Seeking:
High School Student, CVCC Alumni,
Adult /Job Seeker

PLEASE APPLY DIRECTLY THROUGH EMPLOYER FOR THIS POSITION

POSITION TITLE: NOC Support Technician

Employment Status: FT

DEPARTMENT: Network Operation Center – NOC

FSLA status: NON-Exempt

REPORTS TO: NOC Director, Manager/Supervisor or Team Lead

Overview Are you interested in uniting your education with hands on experience using advanced technology, tools and methods? Are you willing to share your creativity, opinions and do you thirst for knowledge [The Power of Why]? Do you want a targeted experience that is in line with your goals? We have opportunities here in Akron, OH [Fairlawn, OH] to ignite that passion for those pursuing a career path involving IT, Networking, Security, Telecommunications or other Technology related fields.

As a technology solutions provider, First Communications LLC is redefining the consumer's experience through products, service innovation and customer service. Our advanced and cutting edge technology demands the same of our support systems; hence, we are seeking those that are looking to immerse themselves in these experiences by leveraging their talents, innovation and attention to detail. Based in Akron, Ohio, as well as an office in Chicago, we support our network of national and regional customers to enable them to succeed. First Communications delivers a deep and comprehensive product set that includes hosted/managed services, SD-WAN, MPLS, Ethernet, Cyber Security, VOIP and related telecommunication services. To exceed our customers' high expectations it takes a formidable team of dynamic and diverse skilled and experienced members, all collaborating as ONE TEAM. Our expectation is that your passion, ingenuity and teamwork will complement our ONE TEAM culture, while intensifying First Communications' progress in delivering our next chapter of exceptional services all the while being immersed in the complexities and intricacies of the telecommunication's industry.

GENERAL DESCRIPTION: The primary role for this Entry Level position is to take inbound phone calls regarding repair issues, creating tickets and basic testing. They will open tickets with our vendors and escalate/update tickets as appropriate. They will also collaborate within and outside our department to resolve customer issues. This position is targeted for career pathing in the NOC department and across other roles within Operations and Customer Engagement.

PRIMARY RESPONSIBILITIES:

- Primary inbound call management to create, update and escalate repair issues internally
- Ability to build rapport with, and elicit problem details from customers to document in tickets
- Ticket creation ensuring customer's reported symptoms are accurately and fully documented
- Initial assessment for basic triage of reported technical issues for businesses
- Basic issue assessment, testing and troubleshooting of customer services via remote tools
- Use and update multiple databases in diverse systems
- Obtain and provide regular updates to customers as to their ticket status
- As needed, escalate service problems with various vendors through their escalation lists and procedures or internally to the Provisioning or Network Operations teams, including requests to dispatch of Field Service staff
- Analyze tickets for common points of failure and respond accordingly
- Support monitoring of Core Network alarms and take action to ensure management is aware
- Participate in ongoing &/or self-paced training and personal development as needed for position and career growth
- May require shift changes to support department needs [no 2nd or 3rd shift]
- Perform all other duties as assigned

Preferred Skills:

- Experience in a NOC, Help Desk, Call Center &/or network monitoring environment
- 2 years of Technical Support experience
- Role in which you worked within a ticketing system
- Worked in a NOC, Help Desk, Call Center or network monitoring environment
- Experience in Granite or similar circuit/equipment inventory database
- Work in IT/Data, CATV or Telecommunications network Operations or Field Services role

Required Qualifications:

- Tenacious drive in delivering customer-service while reinforcing personal credibility
- Capacity to effectively prioritize and execute tasks in a fast paced/high-pressure environment
- Ability to absorb new ideas and concepts quickly
- Adaptability in a dynamic environment that has shifting priorities
- Good analytical and problem-solving abilities, coupled with the ability to independently and autonomously work to resolve issues
- Able to recognize when help from others is needed and willingness to seek that assistance
- Ability to conduct research into problems and technical issues
- Experience working in a team-oriented, collaborative environment.
- Intermediate PC skills in Microsoft Office – Outlook, Excel and Word
- Ability to articulate technical topics for non-technical audiences
- Ability to type at minimum of 30 words a minute
- Intermediate understanding of IT/Data, Networking, CATV &/or Telecommunications

Education and Experience:

- Accredited Bachelor's degree in Computer Science, Electrical or Mechanical Engineering
OR
1 year or more of directly relatable experience, education &/or Data/Telecommunication equipment Manufacturer Certification(s)
- Minimum of High School diploma is required with at least 2 years of specifically relatable experience/education.

PHYSICAL REQUIREMENTS:

- Ability to remain in a normal seated position regularly
- Ability to read, write and communicate orally in English
- Ability to bend and twist occasionally
- Ability to work in a constant state of alertness and safe manner
- Ability to lift and carry up to 25 pounds