DATE POSTED: **April 23, 2019**
CLOSING DATE: **May 07, 2019 – 5:00 P.M.**

Job Announcement

The following two (2) full-time positions are available in our organization. Interested applicants who meet the Minimum Qualification Requirements must submit an IT&E employment application form to the Human Resource Office no later than the posted closing date above**.**

JOB TITLE: **NETWORK OPERATIONS CENTER TECHNICIAN**
DEPARTMENT: **NOC**
LOCATION: **GUAM**
SALARY LEVEL: **4**
STARTING SALARY: **$13.89 PER HOUR (negotiable based on experience)**
FLSA STATUS: **NON-EXEMPT**
JOB POSTING #:   **#7033/#G-42-2019-04**

Job Summary:

This position performs skilled/technical work in an operational environment which monitors applications, services, systems, and network. Must have the flexibility to work in a dynamic and fast paced environment with changing priorities.

Essential Duties and Responsibilities

1. Know and uphold the established IT&E Mission, policies and procedures, IT&E and Department objectives, quality assurance and safety programs and standards.

2. Utilize monitoring tools to proactively identify problems with systems, applications, network, and services.

3. Monitor key alerts and notifications and drive response and resolution

4. Perform restoration actions as necessary

5. Trouble ticket response and resolution. Document all pertinent information in the trouble ticket system.

6. Outage detection, symptom collection, communicate status. Notify and escalate as warranted.

7. Coordinate activities with technical departments to trouble shoot and restore equipment failures. Notify and escalate as warranted.

8. Receive, coordinate, approve, and support maintenance activities.

9. Provide professional internal and external customer service while corresponding via telephone, email, SMS, and team applications.

10. Contact internal and external customers proactively regarding service affecting outages. Coordinate with vendors as needed to resolve service affecting outages.

11. Follow detailed instructions to perform advanced network break/fix functions.

12. Advanced network related projects including gathering KPI data, creating graphs for trending analysis and to identify service issues.

13. Facilitate and support communication of restoration information following system failures.

14. Perform other related duties or tasks as assigned or required

Minimum Qualification Requirements:

Education: High School diploma/GEDA. Associates Degree in Telecommunications Engineering or related military training is preferred.

Work Experience: Three (3) years of work experience in any of the following: telecommunications, network operations, technical support to include related military training/certification. Training/Certification in Data, Voice, or Video Network Technologies is a plus.

Licensure/Certification/Professional Association:

ITIL, CompTIA A+, Cisco CCNA, Microsoft MCSE preferred but not required.

Special knowledge, Skills and Abilities:

1. Knowledge of:
   a. Computer software programs, electronic theory, components and testing procedures.
   b. Telecommunications, networking, and system administration.
   c. Network monitoring software.
   d. Ticketing Systems.

2. Skills in:
    a. Test, turn-up, and/or support for one or more of the following: Wi-Fi, Mobile, Networking, Fixed line and broadband communications.
    b. Preparing written reports, statistics and basic analysis.
    c. Using required computer hardware and Microsoft Office programs.
    d. Strong problem solving skills, the ability to make independent decisions with established guidelines.
    e. Excellent written and verbal skills. This position will be the primary communicator on-shift for notification, escalation, and resolution.
    f. Ability to read, interpret and follow complex maps, diagrams and schematics.
    g. High level of technical and analytical skills.

3. Ability to:
    a. Demonstrate commitment and professionalism with attention to detail.
    b. Work independently with minimal supervision or within a team.
    c. Organize and prioritize work base on established guidelines.
    d. Flexible and successfully respond to multiple work pressures, with a sense of urgency.
    e. Willingness to work and make decisions in a rapidly changing and uncertain environment.
    f. Provide 24 hour support IT&E and its customers and partners. Team members must be able to work a rotating shift work schedule to include holidays and weekends.
    g. Work overtime hours as needed during peak periods to include high operational demand periods of the department, or for any emergencies.
    h. Maintain and prepare reports.
    i. Meet attendance and punctuality requirements.
    j. Apply and enforce work safety rules.
    k. Work effectively with other employees and effectively assist customers.
    l. Maintain cleanliness of facility.