

DATE POSTED: November 21, 2019
CLOSING DATE: November 27, 2019 – 5:00 P.M.

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Job Announcement

The following full-time position is available in our organization. Interested applicants who meet the Minimum Qualification Requirements must submit an online application at <https://store.ite.net/careers/> no later than the posted closing date above.

JOB TITLE: NETWORK OPERATIONS CENTER TECHNICIAN
DEPARTMENT: NETWORK OPERATIONS CENTER
LOCATION: GUAM
SALARY LEVEL: 4
STARTING SALARY: \$13.89 PER HOUR (negotiable based on experience)
FLSA STATUS: NON-EXEMPT
OPENINGS: 1
JOB POSTING #: #8014 | G-94-2019-11

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:

The Employee will:

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.
 - a. Monitor key alerts and notifications and drive response and resolution
 - b. Perform restoration actions as necessary
 - c. Trouble ticket response and resolution. Document all pertinent information in the trouble ticket system.
 - d. Outage detection, symptom collection, communicate status. Notify and escalate as warranted.

- e. Coordinate activities with technical departments to trouble shoot and restore equipment failures. Notify and escalate as warranted.
3. Receive, coordinate, approve and support maintenance activities.
4. Provide professional internal and external customer service while corresponding via telephone, email, SMS, and team applications.
5. Contact internal and external customers proactively regarding service affecting outages. Coordinate with vendors as needed to resolve service affecting outages.
6. Follow detailed instructions to perform advanced network break/fix functions.
7. Advanced network related projects including gathering KPI data, creating graphs for trending analysis and to identify service issue
8. Ability to be flexible and successfully respond to multiple work pressures, with a sense of urgency.
9. Perform other related duties or tasks as assigned or required.

Minimum Qualification Requirements:

Education: High School diploma or equivalent. Associate's Degree or military service preferred.

Work Experience: Three years of progressive experience in telecommunications, network operations, or technical support related field. Reduce to two years of progressive experience in related fields if candidate possess an Associate's Degree or has military service.

Training 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

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 personal computer hardware and Microsoft Office programs.
 - d. Strong problem solving skills, the ability to make decisions with some latitude and the ability to organize and prioritize work base on established guidelines.
 - e. Excellent written and verbal skills. You will be the primary communicator on shift for notification, escalation, and resolution.
 - f. Ability to read, interpret and follow complex maps, diagrams and schematic.
 - g. High level of technical and analytical skills.

3. Ability to:
 - a. Demonstrate commitment and maturity with attention to detail.
 - b. Work independently with minimal supervision or within a team.
 - c. Willingness to work and make decisions in a rapidly changing and uncertain environment.
 - d. Support IT&E and its customers and partners 24x7x365. Team members will be required to work a rotating shift schedule to include day shift (0800-1630), swing shift (1600-0030), mid shift (0000-0830), holidays and weekends.
 - e. Mandatory overtime will be required during peak periods, needs of the company, or during a natural disaster/emergency.
 - f. Maintain and prepare reports.
 - g. Meet attendance and punctuality requirements.
 - h. Apply and enforce work safety rules.
 - i. Work effectively with other employees and effectively assist customers.
 - j. Maintain cleanliness of facility.

As an Equal Opportunity/Affirmative Action Employer, we afford equal opportunity to all applicants and employees for hire and promotion without regard to race, color, origin, gender, age, marital status, religion, veteran status, gender identity, sexual orientation, pregnancy or disability or genetic information.

IT&E is a Drug Free Workplace