



**Human Crafted.
Enterprise Optimized.**

NOC Technician – Tier 2

About Your Role:

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 a focus on a quick and concise resolution. 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.

About Spectrotel:

Spectrotel is a leading national next generation aggregator of Voice, Internet, Cloud Communications and Managed Services. Spectrotel aligns suppliers, agents, and customers, through the use of Spectrotel's aggregation platform to bring out the best of each to maximize customer success and experience. We are the "Network of Networks" and have achieved this through the committed, passionate and driven team of associates that make up the Spectrotel team.

We are proud of having created a unique and valued experience for some of the most well-known brands throughout the country by providing exceptional service and technology solutions crafted to meet and exceed their business needs. We owe our success to a set of simple principles: integrity, honesty, flexibility, and ambition. It is the embodiment of these traits that make Spectrotel a distinctive integrated solutions company.

As a privately held company we seek individuals who can help contribute to the company's success. This means you are not shy, you like rolling up your sleeves, digging in, and helping solve problems, you feel energized when you present an idea and most importantly you are persistent, passionate and never satisfied with the status quo.

Responsibilities include but are not limited to:

- 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 2nd 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



**Human Crafted.
Enterprise Optimized.**

- 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.
- Create and mail Settlement letter on disconnected accts.
- Evening overtime occasionally based upon the department workload.
- Must be included in the Saturday rotation schedule.

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

Equipment Experience

- 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.