Wave

Job Description

Location: Kirkland, WA	

Job title: Network Support Technician Lead II

Reports To: NOC Supervisor

Type of Position:	**Salary:**	**Posting Period:**
Non-Exempt	DOE	Until Filled

Purpose of Position:

The Network Operations Center is responsible for monitoring and response of service related issues impacting customers (external and internal) in order to expedite repair and minimize negative customer experience. The Operations department is a 24/7 service provider for the organization.

The NOC Lead II oversees 24/7 trouble isolation and remote restoration for NOC delivered mission critical services that support elements of the WAVE Broadband enterprise. These include, but are not limited to detection, ticketing and triaging of switch, network, transport, or systems faults across multiple technologies on the Voice, Video and Data and Power Plant network.   The NOC Lead II utilizes all available OSS platforms and tools to isolate, repair or restore faults for Wave Core and Enterprise Customer networks. Additionally, the NOC Lead II will maintain strong situational awareness of changes being performed throughout the core network through a solid change management process.   This position reports directly to the NOC Manager/Supervisor and Leads a Team of Tier 2 NOC Personnel.

Responsibilities:

- Top level escalation path for NOC I and II Technicians
- Development of Tier 2 functionality including escalation process, demarks, and Team networking knowledge.
- Development of Test and Turn up Team
- Oversee triage of network and service equipment for outages and performance issues
- Training - Isolation and identification of cause of faults for core network related issues
- Remote restore/reroute competencies
- Perform equipment checks remotely using automated monitoring tools in accordance with established policies and procedures
- Oversee Team assessment of impact to core network/services and resulting impact to customers and escalate appropriately
- Interface directly with Internal and External Enterprise Engineers/Technicians
- Event Escalation
- Preemptive reporting
- Cell Back Haul reporting
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Expectations:

- Ensure accuracy and completion of work performed and evaluates the effectiveness of results, in

conjunction with Supervisor and Director.

Minimum Qualifications:

- Be proficient in both PC and Mac Operating systems and troubleshooting.
- Telecom or MSO Network Operations Center experience preferred, along with 3 or more years technical experience in a telecommunications, network, cable, or related industry.
- Must have strong verbal, written, and interpersonal communication skills
- Sound ability to analyze issues
- Proven experience and detailed knowledge in supporting Network protocols and networking technologies, HFC plant and system delivery, and VoIP platforms
- RF Network troubleshooting
- Network protocols
- Basic Linux Commands
- LANs and Wans
- OSI model
- Subnetting and routing
- High level understanding and troubleshooting of Layer 2 networks.
- Cisco iOS software
- Power Plant Comprehension – Generator, UPS, Battery, Commercial, ATS
- Hardware configuration
- Remote–Restore & Alternate routing Understanding & Execution
- Monitoring, Issue Management & Communication
- Use of NOC tools for issue identification and escalation
- Critical Thinking Skills
- Microsoft Office

Education and Experience:

Vocational/Associates degree or equivalent from two-year College or technical school; or one year related field experience and/or training; or equivalent combination of military, education and experience.

Preferred Qualifications:

- Microsoft Office
- Telecom and/or MSO experience is a plus.
- Equivalent experience or equivalent/related vendor certification preferred.
- Previous Project Lead or Supervisory experience

Travel Requirements:

Travel 10 %

Diverse Workforce / EEO:

WaveDivision Holdings (WDH) recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. WDH requires a drug test, background check, and employment / education verification as a condition of employment. WDH is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

To Apply: Interested candidates may send a cover letter and resume to hrmgr@wavebroadband.com (please include the job title and location in the subject line of your email)