



Position Opening

June 2009

Network Operations Technician Full Time Position

O1 Communications, Inc is a full-service provider of data and voice telecommunication products and services for business organizations and communications solution providers. O1 offers products featuring dedicated Internet access, MPLS-based networks, advanced VoIP technology and reliable, high performing collocation services in our state-of-the-art Class A Data Center. We are currently seeking a Network Operations Technician to work our grave yard shift. The right candidate has the ability to work Thursday through Monday from 10:00 pm to 6:00 am. This position is the primary interface for all customer support calls, create tickets for incoming requests and monitor all services that o1 provides.

Responsibilities Include:

- Monitor circuits, UNIX/Microsoft servers and switches (company and customer) for correct operation and utilization
- Heavy customer interaction via phone, ticketing system and email.
- Provide initial trouble-shooting, create and maintain trouble tickets; follow company procedures for the repair and escalation of major or chronic problems.
- Interact with carriers and vendors problem notification and resolution.
- Handle escalated trouble tickets from customer call center.

Qualifications:

- Previous experience in a NOC, Repair Center or technical support call center working directly with customers.
- Strong Customer Service experience and/or demonstrated skills. Able to communicate professional and technically with customers CEO's, network administrators or receptionists.
- Experience and/or demonstrated skills with Telecommunications industry circuits, networks, service and acronyms. (Especially in a converged voice and data network)
- Diplomacy and patience with customers under crisis conditions.
- Experience and/or demonstrated skills with common administration tasks for both UNIX and Microsoft servers. This is not a system administration position; basic debugging skills are required.
- Experience and/or demonstrated skills with IP-based data networks, both WAN and LAN environments. - ---
- Can perform detailed project assignments between interruptions.
- Previous experience with SNMP based Network Monitoring applications ** Nagios, WUG and and/or others.

Any Telecom experiences a plus

NO TELECOMMUTERS OR RECRUITERS NEED APPLY. Send all resumes to jobs@o1.com