



Position Title: MSOC Technician I

Position Summary

This position involves proactively monitoring client networks, serves as direct point of contact for client and service providers while managing the process for response to circuit outages

Job Responsibilities:

- Respond to Network System outages by following established protocols
- Act as liaison between clients/providers while working with Carriers to resolve Network Outages
- Open service tickets when circuits go down
- Open service tickets with commercial providers to test path to equipment
- Open service tickets with commercial providers to provide loop testing
- Perform layer 1 troubleshooting
- Perform loop testing to determine and isolate problems on the path, troubleshoot routing issues which include source/destination IP addresses, firewall issues, latency issues, packet loss issues, troubleshoot ACL issues, out-of-band connectivity issues
- Handle incoming calls
- Interact with Network Providers, Vendors, and clients on a daily basis; opening tickets and performing follow up with internal/external organizations regarding client related issues

Required Qualifications:

- Basic understanding of TCP/IP and the OSI network model
- Excellent Customer Service Skills a must
- Good Communication Skills, written and verbal
- Must be able to document issues with a high level of accuracy and attention to detail
- Ability to learn and retain information in a fast pace environment
- Efficient Task Switching Ability
- Ability to work independently and/or as a part of a team

Desired Qualifications:

- Data Center Experience
- Help Desk or Technical Support Experience
- Experience with Structured Cabling and Network Wiring
- Experience with Unix, Linux, Red Hat, SQL, PHP, Free BSD, VB Scripting
- Working knowledge of Network and Server Equipment

Certification

Cisco CCENT preferred

Work Schedule/Travel

The MSOC is monitored 24/7 and this position may be required to work nights, weekends, and holidays on occasion.