



Position Title: MSOC Technician II

Position Summary

This position involves troubleshooting Network Issues to resolution or escalating to internal network team for testing/resolution of network issues.

Job Responsibilities:

- Remotely troubleshoot higher level Network Incidents
- Interactively work with Escalation Teams to resolve Network Incidents
- Perform Layer 1 – 3 troubleshooting
- Troubleshoot equipment connectivity such as NIU's (Network Interface Units/Smart Jacks), CSU/DSUs, Routers, Switches, Media Converters, Satellite Equipment, Access T's, Patch Panels
- 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 routing advertisement issues, troubleshoot routing protocol issues, ACL issues, troubleshoot out-of-band connectivity issues
- Conduct IPT Adds, Moves and Changes
- Escalate and communicate customer issues and network related alerts to Escalation Team
- Troubleshoot various issues such as internal questions/request (password request, ticket investigation, research Vendor position), and client issues or questions
- Respond to customer request and provide consistent communication as defined by SLA Policy
- Interact with Network Providers, Vendors, and Clients on a daily basis; opening tickets and performing follow up with external organizations on client and other related issues
- Handle incoming calls
- Follow up with escalation teams for status of support
- Proactively monitor the network through network management systems

Required Qualifications:

- Advanced understanding of TCP/IP and the OSI network model
- Excellent Customer Service Skills a must
- Excellent Communication Skills, written and verbal
- Must be able to document issues with a high level of accuracy and attention to detail
- 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
- Demonstrated experience with Cisco Routers
- Understanding of DNS

Education

High School Diploma

Certification

Cisco CCNA is required for this position

Work Schedule/Travel

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