

2/12/2018



**Job Title:** Network Operations Center (NOC) Technician  
**Department:** Advanced Services Group  
**Reports to:** Manager/Supervisor of Technical Support Operations  
**EEO Classification:** Technicians  
**FLSA Status:** Salaried/Non-Exempt

**Summary:** Under general supervision monitors Atlantic Broadband telecommunications equipment and provides a single point of contact for outages and issues.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Monitor switching, digital, optical and associated telecommunications equipment.
- Perform fault analysis, isolation and remediation in switching, digital, optical, and other technologies.
- Maintain accurate records in a variety of tracking resources.
- Develop extensive knowledge of Atlantic Broadband products and services. This will include carrier, fiber, and all commercial and residential products offered by Atlantic Broadband.
- Provide Single Point of Contact duties for high-risk & service impacting events.
- Open and refer Trouble Tickets to the appropriate level of support.
- Escalate network problems both internally and externally.
- Interface with customers, engineers, vendors and technicians to resolve trouble reports.

### **Supervisory Responsibilities**

This position has no supervisory responsibilities.

### **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

**Flexibility-**Able to remain open-minded and change opinions on the basis of new information; performs a wide variety of tasks and can change focus quickly as demands change; manages transitions effectively from task; adapts to varying customer needs.

**Initiative-** Able to bring about great results from ordinary circumstances; prepares for problems or opportunities in advance; transforms leads or ideas into productive business outcomes; undertakes additional responsibilities and responds to situations as they arise without supervision.

2/12/2018

**Decision Making-** Able to solve problems while exhibiting good judgment and a realistic understanding of issues; uses reasons, even when dealing with emotional topics, reviews facts and weighs options.

**Communication-** Clearly conveys information through a variety of media (verbal, written, e-mail, v-mail, etc.) in a way that engages the audience and helps them understand and remember the message; listens well.

**Self-development and continuous learning-** Stays informed of current industry trends; actively identifies opportunities for learning; learns and applies new concepts to improve job performance; shares information with others on the job; takes responsibility for career development.

**Customer Focus-** Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; addresses and resolves service failures; prioritizes customer needs; makes customer and their needs a primary focus of action.

#### **Education and/or Experience:**

Associate's degree (A. A.) or equivalent from one-year College or technical school; or three year related experience and/or training; or equivalent combination of education and experience. Must have achieved Level 2 or 3 of ASG Career Path.

#### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to customers and vendors alike to facilitate troubleshooting.

#### **Mathematical Skills**

Ability to calculate figures and amounts such as, proportions, percentages. Ability to apply concepts of basic algebra and geometry.

#### **Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

#### **Certificates, Licenses, Registrations**

CCNA or CCSP (or equivalent are desirable, not required)

#### **Other Skills and Abilities**

SNMP Experience, Basic Routing Experience (desirable, not required)

#### **Other Qualifications**

None.

2/12/2018

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.