



Job Description

Network Operations Center Technician

Department: Service – GIA

Location: Variable

Job Title: Network Operations Center Technician (NOC Tech)

Type of Position: Full-time

General Description:

This position requires an organized individual with a positive attitude, capable of in-depth troubleshooting and customer support. Daily duties will include working GIA service tickets while maintaining documentation and customer satisfaction. Excellent customer service and communication skills (written and verbal) are critical.

Requirements of the position include, but are not limited to, the following:

- Logging into and answering phone calls into the GIA ACD queue
- Receiving, managing, and responding to emails in the GIA inbox
- Ensuring proper documentation for all tickets worked
- Knowledge of Networking Equipment and terms
- Working with onsite technicians (Pinnacle and Subcontractors) remotely to resolve customer issues
- Working with Non-Technical staff on technical equipment
- Explaining technical issues to non-technical individuals
- Reviewing and maintaining current customer documentation
- Reviewing and documenting new customer information from the Install department (Running the Post Installation Checks) while working with Installation techs to resolve issues as needed
- Assisting other service groups (PBX, DVR, etc.) with network related questions or issues
- Escalating and following up on tickets with outside companies (ISP's, other NOCs/Vendors, etc.).
- Creating and maintaining internal help docs on equipment serviced
- Ensuring Pinnacle customers are receiving great service

**Technical knowledge**

Candidate should possess some knowledge of:

- IP/Subnet addressing
- DHCP
- DNS
- VLANs
- Network Cabling
- Wireless Access points
- Network switches
- Network Routers
- Basic computer Troubleshooting
- Microsoft Word/Excel/Outlook

Work Experience Requirements:

- 1-2 years working with managed networking equipment
- 1 or more years in a customer service position
- Call Center experience a bonus

Compensation Plan:

TBD