



JOB POSTING

Position: Network Operations Center (NOC) Technician

Mid-Atlantic Broadband Communities Corporation (MBC) is currently seeking a candidate for a full-time Network Operations Center (NOC) Technician. This position is primarily responsible for using various network tools to monitor the health of our network to coordinate with team members to resolve issues in a timely manner to ensure we meet or exceed customer expectations. This position proactively monitors and reports issues and is a leader in improving network processes and documentation. This position partners with third parties and internal team members to support the entire group and our customers.

MBC owns and operates an extensive open-access fiber optic network, providing wholesale optical transport services to communities throughout the southern Virginia region. Created in 2004, MBC's mission is one of economic revitalization and development in rural Virginia, working closely with communities and regional economic development groups to bring state-of-the-art broadband transport services to the area and help drive private sector investments in our region.

WORK LOCATION

Mid-Atlantic Broadband Communities Corporation, 715 Wilborn Avenue, South Boston, VA 24592 (The successful candidate will need to live within the Virginia/North Carolina region with ability to travel periodically to corporate office.)

DUTIES AND RESPONSIBILITIES

- Become the primary internal employee to gather the required information needed to enable our external NOC Tier I company to begin monitoring and proactively notifying us when service issues arise.
- Work with the new NOC Tier 1 company as well as our team and third parties to become an internal subject matter expert analyzing NOC tools (Infinera DNA, Cisco License Manager / EPNM, Ciena MCP, VIAVI, and other NOC tools).
- Train other Network Operations team members on how to use the NOC tools.
- Assist the team to respond to all open ticket issues in the quickest manner possible.
- Coordinate Maintenance Events and issue Planned and Emergency Notifications to potential at-risk customer for all potential service impacting events.
- Manage Service Level Agreement (SLA) reporting in accordance with all Master Service Agreement (MSA) contracts.
- Assist the team to identify all customers impacted by service events and send an outage notification to all impacted customers in a proactive manner to reduce the amount of customer interaction during a service impact event.
- Support new techs and other employees in a mentorship role.
- Develop knowledge of basic circuit design, transmission, distribution methods, and ability to use OTDR equipment for continuity and fiber integrity verification.
- Support the installation of equipment in MBC rack spaces and customer locations utilizing proper safety precautions for DC powered equipment to include but not limited to switches, NIDs, media converters, power supplies, fiber jumpers, etc.
- Ability to learn basic knowledge of generators and HVAC systems.
- Support on call rotation for fiber or equipment related outages.
- Develop working knowledge of aerial and underground cable design and rearrangements, cable placement and splicing methods and practices, and cable protection.
- Assist with coordination of access to professional/private facilities (i.e. schools, hospitals, public/private land) as needed for equipment installation and maintenance.
- Report anomalies to project management stakeholders as necessary and fosters resolution.
- Assist in auditing and maintaining records for OSP and ISP assets and equipment Inventory in Nodes and various locations. Participate in field work for asset audits.
- Other duties as assigned.

REQUIREMENTS

- Associate's degree in related field preferred
- Two (2) to three (3) years Telecom experience required
- Must have strong organization skills
- Must have strong time management skills
- Must have ability to set and meet due dates
- Must be team focused and willing to facilitate with others to resolve service issues
- Must have excellent communication skills
- Must have a strong math aptitude
- Strong computer skills including Microsoft Office suite and Google
- Experience using AutoCAD software and ArcGIS is a plus

- Ability to have continuous keyboard activity.
- Ability to bend, stoop, sit, lift (approximately 75 lbs.), walk and stand for long periods.
- Ability to operate outside plant locating tools and equipment such as locator, OTDR, measuring wheel, height stick, etc.
- Valid driver's license.

COMPENSATION AND BENEFITS

This position is full-time with benefits. MBC offers competitive compensation and comprehensive benefits to include medical, dental, vision, short- and long-term disability coverages, life insurance, 401(k) retirement, tuition reimbursement, paid time off and holidays. MBC is an equal employment opportunity (EEO) employer and will consider all applications without regard to race, color, religion, citizenship, political activity or affiliation, marital status, age, national origin, race, traits historically associated with race, physical or mental disability, medical condition, genetic information, veteran status, military status, sexual orientation, sex or gender (which includes harassment and discrimination based on gender identity, gender expression, pregnancy, childbirth, or related medical conditions), taking or requesting statutorily protected leave, or any other characteristics protected under federal, state, or local laws.

HOW TO APPLY

Submit cover letter and resume to Human Resources at hr@mbc-va.com or 715 Wilborn Avenue, South Boston, VA 24592.