IT - Technology Lead , Network , Cisco -WAN-Routers Job

Employer Name: Hire IT People LLC

SpiderID: 12448345

Location: Bethpage, NY, New York

Date Posted: 4/22/2022

Wage:

Category: Information Technology

Job Code:

Number Of Openings: 1

Detailed Job Description:  
  
Perform basic network support including conducting daily administrative duties, supporting maintenances, perform monitoring of all network infrastructure.  
  
Generally, perform troubleshooting and initial triage of issues with the potential of impacting 20,000 or more subscribers at any given time.  
  
React quickly, efficiently and effectively to alarms received for supported infrastructure.  
  
Responsible for tracking call volume into Altice (primarily via the Remedy ticket tracking system). Must be able to monitor incoming tickets, with an eye for developing trends and identifying potential issues  
  
Document system problems, escalate and take appropriate actions according to departmental procedures. Must ensure issues are updated hourly, which includes adding notes to the Outage Board, updating Remedy tickets, contacting Command Center/ROC offices, and sending out notifications when necessary  
  
Ability to analyze raw data and reports to provide management with a coherent picture of call trends and outage trends.  
  
Handle all inter-departmental escalations for individual customers issues, performed via Remedy, e-mail and telephone communication.  
  
Ability to speak to our customers in professional manner to gather additional details of their issue during an outage situation and/or confirm resolution. Also, guide customers through established troubleshooting procedures to identify and resolve their individual issue.  
  
Work closely with the Contact Centers, NOC Level 3 Technical Team, NOC Technicians and responsible business departments (BISC, Digital Services, OSP, ISP) during all outage conditions. Identify problems with respect to Network Backbone, RF Plant and CMTS/Hardware, video infrastructure, provisioning, BISC Server and applications. Coordinate with the applicable departments to ensure that all possibilities/issues are communicated. Perform necessary checks to validate resolutions.

Start Date:   
  
  
Position Type: Contractor  
  
  
Years of Experience Required:   
  
  
Education Required: None  
  
  
Overnight Travel:   
  
  
Vacation Time:

Contact Name: Sami Scott

Company:

East Brunchwick

New Jersey

08816

Web Site: