



Job Title:	NOC Analyst	Department:	Engineering
		Location:	NOC, Tacarigua
		Date:	Sept 6th 2013

## NOC Analyst Job Description

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### *Summary and basic Job Function:*

- The NOC Analyst will perform proactive network surveillance to maintain integrity of Columbus Communications Southern Caribbean production network using various monitoring tools. The role of the NOC Analyst is to provide 24x7x365 support by Monitoring and serving as the first point of contact for any problem escalations. The NOC Analyst works cross-functionally with internal and external resources to resolve customer or network related issues. The NOC Analyst operates in a 24 X 7 Network Operations Center; this includes shift work and off peak coverage.

### *PRINCIPAL ACTIVITIES, DUTIES AND RESPONSIBILITIES:*

- Monitor switching, digital, optical and associated telecommunications equipment.
- Monitor network performance and provide performance statistics and reports.
- Perform basic fault analysis, isolation and remediation in switching digital, optical and other technologies.
- Maintain accurate records in a variety of tracking resources including the use of our ticketing system.
- Open trouble tickets for various Columbus Business Solution customers, answering incoming telephone calls, responding to network alarms and customer emails regarding network connectivity problems or queries

- Develop extensive knowledge of Columbus' Business Solutions, products and services.
- Effectively manage ticket queues to ensure high customer satisfaction.
- Escalate network problems both internally and externally to the appropriate level of support in compliance with set SLA's
- Provide technical assistance and maintain contact with customers during service impacting network events.
- Participate in network maintenance to ensure customers are informed of the maintenance and confirm service is restored after completion of maintenance.
- Coordinate any maintenance activity with external parties.
- Respond to outages in accordance with business continuity.
- Monitors all internet nodes, in and out of the island.
- Monitors security, power, cooling and POP facilities , reports all suspicious activity to management.
- Create daily, weekly and/or monthly reports in order to track and trend recurring issues.
- Troubleshoot network events, voice and data outages on equipment including: Circuit and soft switching, IP routers, M13-SONET-ATM multiplexing, DSL and T1 aggregation, and other Sonet/SDH circuits.
- Assists in the recovery activity to restore system to normal operations
- Report on performance and anomalies of devices during testing and post implementation support
- Escalate issues pertaining to downtime and inaccessibility to management as necessary
- Maintain records, logs and all trouble and incident reports under the supervision of the NOC Supervisor or Manager
- Updates and implements site documentation, procedures and checklists as delegated by the NOC Supervisor or Manager
- Provide reports to both internal and external customers
- Maintains a neat and orderly Network Operating Center and storage area
- Performs miscellaneous job-related duties as assigned by NOC Supervisor , Manager or Director.

### *MINIMUM JOB REQUIREMENTS:*

#### *Essential:*

- At least 5 CXC O'level passes inclusive of Math and English
- One year experience working in NOC environment in the Telecommunications industry.

- Working knowledge of - MS Word, Excel, Access and Power Point.
- Excellent verbal, written communications and interpersonal skills with an eagerness to provide outstanding customer service to internal and external personnel.
- Working proficiency in Windows Operating Systems
- Network+ or A+

#### *Desirable:*

- CCNA
- JNCIA
- BSc in Computing or related field would be an asset.
- Troubleshooting experience within OSI Layers

#### *KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:*

- Strong interpersonal and communication skills
- Knowledge of a wide range of computer system software, various Operating Systems, Applications, hardware, networking and communications
- Ability to diagnose and rectify a wide range of computer hardware and software problems
- Ability to function in a fast paced and ever evolving environment
- Must be able to work Shifts which include. 6am-2pm, 2pm-10pm, 10pm-6am and flexibility to work any shift including evenings, midnights, weekends and holidays
- Maintenance of WIKI and technical documentation (for NOC) of processes and procedures used throughout normal operations
- Punctual, regular and consistent attendance
- Ability to provide advanced technical assistance and comprehensive problem resolution to end users
- Strong analytical skills and able to collate and interpret data from various sources.
- Ability to communicate effectively, both orally and written
- Knowledge of customer service standards and procedures
- Ability to troubleshoot routing and switching problems
- Experience in TCPIP Ethernet network
- Experience in customer service environments

*This description is a summary of principal responsibilities and is not intended to include all duties, which may be assigned.*