

Overview:

Build a close partnership by collaborating with the engineering team supporting all day-to-day broadband and access operations and strategic planning, including software upgrades, access utilization capacity, and operational readiness testing and acceptance.

Responsibilities:

- Update/revise MOPS, and data templates as needed to support assets, integration, and deployment.
- Provide support, understand, and resolve the customer network elements and router elements
- Responsible for effectively monitoring the health of our services and infrastructure to provide reliable services.
- Ensure that issues, outages, and other critical operational needs are addressed in a timely fashion by managing the incident management framework, participating as directed in communicating issues, coordinating issue resolution, and advocating for root-cause analysis.
- Plan and oversee implementation of vendor software upgrades, operational readiness testing review, and acceptance of new node deployments.
- Ensure service reliability, network implementation and installation of services
- Perform troubleshooting and implement solutions
- Must be able to effectively communicate

Qualifications:

REQUIRED:

- Ability to perform in a high-pressure environment and/or crisis and render good decisions to resolve the problems.
- Experience managing technically complex support operations.
- Service Provider experience.
- IP, MPLS, Segment Routing, BGP, OSPF experience.
- Available on call 24x7 in case of any critical need.
- Demonstrated ability to multi-task and manage multiple initiatives/projects in execution of daily operations
- Strong technical knowledge: ability to present and explain technical information in a way that establishes rapport, persuades others and gains understanding.
- Bachelor's Degree or equivalent experience.

PREFERRED QUALIFICATIONS:

- Highly skilled in analysis of and documentation of root-cause analysis.
- 2+ years of support management experience preferred.
- Experience with Network Routers,
- Advanced understanding of Fiber Optic Networks, DWDM, MPLS, GPON and internet protocols such as BGP.
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PHYSICAL REQUIREMENTS/WORKING CONDITIONS:

- Must be able to sit for long periods and use computer keyboard and/or mouse while viewing computer screen.
- Must be willing to work flexible schedule, which could include nights and weekends.