



Position Title: MSOC Technician III

Position Summary

This position involves Troubleshooting WAN/LAN Network Issues to resolution or escalating to internal network team for support.

Job Responsibilities:

- Coach, Train, and Support MSOC Technician I & II
- Remotely troubleshoot higher level Network Incidents
- Interactively work with Escalation Teams to resolve Network Incidents
- Strong Troubleshooting Skills on: *Show Output Interpretation *BGP/OSPF/EIGRP/ Neighbors/ Protocol Redistribution & VOIP (SIP) H323 Implemented on CUCM & CME
- Troubleshoot equipment connectivity such as NIU's (Network Interface Units/Smart Jacks), CSU/DSUs, Routers, Switches, Media Converters, Satellite Equipment, Access T's, Patch Panels
- Perform loop testing to determine and isolate problems on the path, troubleshoot routing issues which include BGP/OSPF/EIGRP/Statics Routes, Firewall Basic Issues, Latency issues, Packet Loss issues, troubleshoot routing advertisement issues, troubleshoot routing protocol issues, ACL issues, troubleshoot out-of-band connectivity issues
- Conduct all IPT Adds, Moves and Changes
- Escalate and communicate customer issues and network related alerts to Escalation Team
- Troubleshoot various issues such as internal questions/request (password request, ticket investigation, research Vendor position), and client issues or questions
- Respond to customer request and provide consistent communication as defined by SLA Policy
- Interact with Network Providers, Vendors, and Clients on a daily basis; opening tickets and performing follow up with external organizations on client and other related issues
- Handle incoming calls
- Follow up with escalation teams for status of support
- Proactively monitor the network through network management systems
- Create MSOC departmental SOPs

Required Qualifications:

- Full understanding of the OSI Layers Network Model & VOIP Protocols
- Excellent Customer Service Skills a must
- Excellent Communication Skills, written and verbal
- Must be able to document issues with a high level of accuracy and attention to detail
- Efficient Task Switching Ability
- Ability to work independently and/or as a part of a team

Desired Qualifications:

- Data Center Experience
- Help Desk or Technical Support Experience
- Experience with Structured Cabling and Network Wiring
- Experience with Unix, Linux, Red Hat, SQL, PHP, Free BSD, VB Scripting
- Demonstrated experience with Cisco Routers
- Understanding of DNS

**Education**

High School Diploma

Certification

Cisco CCNA Required – multiple preferred

Work Schedule/Travel

The MSOC is monitored 24/7 and this position may be required to work nights, weekends, and holidays on occasion.