

WESTERN NEW MEXICO TELEPHONE COMPANY
JOB BRIEF AND QUALIFICATIONS

Network Operations Center (NOC) Technician

This position reports to the Network Operations Center Manager.

Essential Job Functions:

- Monitors, diagnoses and dispatches system alarms and Customer reported issues within the telephone network equipment through the Network Management software. Serves as primary initial responder within the Network Operations Center in identification, notification, troubleshooting and resolving network problems.
- Escalate issues to Tier 2 & 3 support (networking, engineering, external partners, and management) as necessary to meet required response and resolution time associated with SLAs. (Service Level Agreements)
- Thorough documentation of incident and trouble details in or near real time through Ticketing System (MACC/Mapcom) and provides outage reports as needed to Management.
- Assists a wide variety of company technicians with testing and troubleshooting.
- Maintains orderly response to customer service requests, sets appointments with subscribers for repairs and service requests, assigns service orders, and routes the combination technicians. Includes Accuracy and timeliness of completing and applying Service Orders to ensure correct billing.
- This Position works closely with the business office, engineering, construction and technical departments to complete installation and repairs within the guidelines set forth by the Public Utility Commission, and to insuring accuracy and coordination of customer and plant records.
- Accurately maintains all Records databases and associated files. Including but not limited to:
 - a. MapCom
 - i. Outside plant records
 - ii. Inside plant, IE: Fiber records, High Cap Circuits, etc:
 - b. MACC Customer Master
- Interprets service orders to determine the facility requirements for the type of service and equipment ordered by the customer.
- Determines serving terminal and available cable pair and miscellaneous company equipment assignments from records databases for service order processing.
- Data Input into all required Network Equipment to facilitate customer orders / repairs and alarm resolution.
 - a. Equipment includes but is not limited to: Metaswitch, Adtran Total Access, Netvanta (PoE Switches & Modems, Routers, Radio's etc.), Fujitsu, Solar Winds, DPS, Turin, AVIAT, AFC, Motorola Canopy.

Network Operations Center Technician

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- Schedules outside plant work force to insure adequate coverage of work to be performed.
- Helps define and document Operations Troubleshooting Guides for the Network Operations Center department.
- Provide technical guidance to less senior NOC technicians.
- Monitors and Maintains Quality of Service reports covering field activities, IE; service order activity, trouble history reports, out of service conditions, repeat trouble reports, etc.
- Informs engineering department of any jobs requiring engineering and refers drops to be buried to the construction department within timeframes established by the PUC.
- Insures a good working relationship with other employees and customers.
- Willingly and cooperatively performs any other tasks assigned by the N.O.C. Manager.
- Commits to performing job tasks in a manner that ensures a safe work environment.

Specifics for the Job

Has superior Customer Service Skills: Professionalism, Phone Etiquette.

Strong skill in analyzing, logically organizing and interpreting data, identifying problems and finding effective solutions.

This position may require working after normal business hours, weekends or holidays, depending upon the needs of the business.

Follows established safety practices and procedures.

Must maintain a valid state driver's license and a satisfactory driving record.

Maintain strict confidentiality guidelines in accordance with company policy.

Able and willing to continue technical skill development by attending training away from home.

Knowledge of ASCII and or SNMP helpful.

Due to the critical nature of this position, it is required that the employee is able to respond in a timely manor to after hours emergency duties as required.

**W.N.M. COMMUNICATIONS
NETWORK OPERATIONS CENTER
TECHNICIAN ROTATING SCHEDULE**

NOC TECHS WILL ROTATE RESPONSIBILITIES WEEKLY USING THE FOLLOWING GUIDE.

<p>NOC Technician #1</p>	<p>ALARM MONITORING (MONITORING AND DIAGNOSTICS OF ALARMS) (BOTH DPS AND SOLARWINDS) <i>ENSURES ALL ALARMS ARE RESOLVED AND OR DISPATCHED.</i></p> <p>NETWORK ASSIGNMENT & PROVISIONING (METASWITCH, ADTRAN, AFC, MUX's, TURIN, FUJITSU, ETC.)</p> <p>TESTING (PRELIMINARY TESTING OF CUSTOMER LINES AND/OR CIRCUITS PRIOR TO TECHNICIAN DISPATCH)</p> <p><i>TELEPHONE OVERFLOW (LOGGED OUT OF MLHG UNDER NORMAL CIRCUMSTANCES.)</i></p>
<p>NOC Technician #2</p>	<p><i>PRIMARY TELEPHONE ANSWER POINT.</i></p> <p>DISPATCHING (DISPATCHING TECHNICIANS FOR TROUBLES, ORDERS AND LOCATES.) OPENING AND CLEARING OF TROUBLES, COMPLETION OF SERVICE ORDERS.</p> <p>PROCESS JOBS TO GO TO ENGINEERING. UPDATE PROJECT DATABASE.</p>
<p>NOC Technician #3</p>	<p><i>SECONDARY TELEPHONE ANSWER POINT</i></p> <p>RECORDS (POSTING OF ALL PLANT AND NETWORK RECORDS AND SERVICE ORDERS IN MACC / MAPCOMM & DATABASES.)</p> <p>REPORTING (MAINTENANCE OF SERVICE CENTER / P.R.C. /FCC REPORTS, PLANT CABLE REPORTS, ETC.)</p>
<p>NOC Technician #4</p>	<p><i>SECONDARY TELEPHONE ANSWER POINT.</i></p> <p>CLEC COORDINATOR – ALL CLEC ACTIVIES ROUTINE ORDERS AND TROUBLES; HPBX PROJECTS;</p>
<p>NOC Tech. #5</p>	<p>TIER 2 INTERNET / IT SUPPORT</p>