

**OneStream Networks**  
**Job Posting: NOC Technician**

OneStream Networks is a managed IP services provider specializing in global enterprise-grade IP communications for mid-market businesses and resellers. OneStream offers end-to-end enterprise-grade communications and powerful ROI to customers through *Smart Business Solutions*, a comprehensive suite of on-demand network and outsourced IP telephony services delivered and managed via OneStream's global private Quality of Service (QoS)-enabled IP network and complemented by LAN, security and business continuity technical expertise.

OneStream Networks is seeking a NOC Technician and interviewing candidates for an exciting opportunity in the engineering division of a fast-paced, growth-oriented, leading edge technology organization. OneStream has a sophisticated VoIP footprint with several layers of technology being brought to market as one complete end-user voice and data solution.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

NOC Technician performs technical problem resolution, in a high stress environment, including analysis, trouble isolation and repair. Duties will include acting as a Customer Advocate in a 24x7x365 Network Operation Center for all OneStream internal and external, voice, data and VoIP services.

- Responsible for analyzing, testing, isolating and repairing network and customer issues. This may include any or all issues related to facilities, routing and translations, voice and/or data, TCM and/or VoIP products and service and the associated CPE equipment.
- Performs proactive monitoring, configuration management and fault resolution of complex voice and data services.
- Performs Customer Advocate duties while maintaining a positive and professional manner at all times, during high stress situations. Takes calls and provides status from and to customers on a regular basis.
- Works in conjunction with internal and external to the company technicians/engineers to troubleshoot and resolve customer's issues.
- Has direct interaction and escalates troubles internally and externally (LEC's and other carriers) on behalf of the customer.
- Maintains workload through a queue, detailing each ticket with notes of steps taken, test results and resolution data.
- Works tickets of a routine complex basis and may request some support of others.
- Contribute to realizing departmental company goals and objectives
- Other duties may as assigned.

Some after hours and weekend work may be required including participation in the department on call rotation. Some travel may be required.

Candidate must demonstrate exemplary communications skills. Communication both internally and with respect to customer service is critical to the success of the organization.

Ideal candidate is motivated to succeed, eager to develop, and works well as part of a team.

**Minimum Requirements:**

High School diploma or GED and three years of telecommunication experience preferably in Operations or Customer Service; or an equivalent combination of education and experience

Preferred Requirements: Associates degree or equivalent work experience. An understanding of telecom switching topology and network architectures, trouble ticket system knowledge.

A.S. Telecommunication

CCNA

Broadsoft Certification

OneStream Networks is an equal opportunity employer m/f/d/v.

We maintain a drug-free workplace and perform pre-employment drug testing and background screening.