



Telecommunications Technician

Who we are

Behind every one of our solutions is our greatest asset: our people. At Powernet, we are driven in our individual roles and by our collective goals -- both in the office and in the community. Through our casual office setting and spirit of innovation, Powernet offers a welcoming work environment that aligns professional and personal growth with real business results, a combination that can benefit anyone looking to take the next step in their career.

Position Overview

As the Telecommunications Technician, you will provide first-level telco troubleshooting to end users. An ideal candidate will know when to escalate trouble. This position has multiple opportunities to develop technical and professional skills through training and self-learning experiences. All Tier 1 shifts overlap with Tier 2+ shifts to provide escalation and mentoring.

Essential Duties and Responsibilities

- Support and promote the mission, values, and principles of Powernet.
- Work & Resolve Trouble Tickets
 - Resolve on-going repair issues and escalations
 - Work assigned daily tickets and ensure tickets are worked in a timely manner
 - Provide proactive updates to Customers, Agents, and Agent Development Managers on current status of tickets
 - First response for all calls and emails received to the NOC
 - Basic troubleshooting with carriers, vendors, and equipment
 - Complete Work Orders for research, testing, and customer MAC
- Monitor Internal Network
 - Respond to network alarms and troubleshoot the problem
 - Escalate where necessary
 - Properly review and block service affecting looping or excessive calls
 - Perform network testing, monitoring, troubleshooting, and analysis of telecom network facilities as well as large IP networks.
- Reporting/Uploads
 - Run daily reports as requested
 - Review and take action on reports as necessary
 - Upload files to the Switch as requested
 - Complete any additional reports as needed by Network Planning Department and various other departments

Requirements

- Troubleshooting skills with moderate level of proficiency.
- Able to work on non-complex issues with minimal assistance and has the ability to identify when complex issues need escalation.
- Experience working in a NOC or prior relative training in telecom or IP networking

- Experience working with MS Word, Excel, Notepad, Google Suite, and good basic overall phone and computer skills.
- Basic understanding of products and services offered by Powernet
- Analytical, customer service, and interpersonal skills
- Understand logistics flow process