



HIAWATHA COMMUNICATIONS INCORPORATED

Network Operations Center (NOC) Technician/ Support Staff

Located in the heart of Michigan's Upper Peninsula, Munising, MI, locally-owned and operated Hiawatha Communications Incorporated is currently seeking the ideal candidate to join its team as a *Network Operations Center Technician Support Staff*.

The Company

Hiawatha Communications Inc. (HCI) has been in operation for over 100 years and still growing. What started as a telephone utility service now provides advanced telecommunication and broadband services that connect rural communities across Michigan's Upper Peninsula through their robust fiber-optic network. The HCI Family of dedicated staff fulfills the company's mission with a standard emphasis on quality service and premium customer care.

Description

The *Network Operations Center (NOC) Technician Support Staff* provides communication, information, and solutions to customers, vendors, network partners, and internal team-members companywide. As the first point of contact for the Network Operations Center Team the goal is to provide an efficient and effective response to problems and concerns by providing concise answers, escalations to the proper individual or resource, straightforward resolutions, and accurate results. This individual must be able to log and track calls using incident management software, maintain historical records and related problem documentation, as well as perform triage on all incoming requests to ensure that tickets are routed to the appropriate group for resolution. Daily activities will be driven primarily by recurring system health checks, responding to automated system alerts, and handling incoming calls and emails.

Job Duties Overview

Responsibilities are varied and include installation, maintenance, testing, and operation of telecommunications equipment which includes telephone digital switching, data network equipment, and other equipment related to voice services, network transport and broadband services, special circuits, including IP network switching and routing. Additional duties include assisting Field Technicians with variety of set-up, maintenance, and equipment performance operations, therefore must possess strong interpersonal communication skills both verbal, and written as well as provide exclusive customer care and service. Must be willing and able to travel periodically and work various hours, including on-call rotation, which may include any shift in a 24/7/365 environment.

Skills/Knowledge

- Isolate and identify cause of faults for customers reported issues
- Remote restore/reroute competencies
- Perform equipment checks remotely using automated monitoring tools in accordance with established policies and procedures
- Properly assess impact to services troubleshoot to repair or escalate appropriately
- Interface directly with Internal and External Enterprise Engineers/Technicians
- Event Escalation
- Reporting
- Exceptional written and oral communication skills: Must be able to document issues with a high level of accuracy and attention to detail.
- Ability to multitask in a fast paced and demanding environment.
- Basic understanding of TCP/IP, sub-netting and the OSI network model

For letters of interest or questions please contact: *Robin Kolbus* at (906)387-0041 or rkolbus@jamadots.net

Education

An A.S. or B.S. in a technical or related field of study is preferred but not required; High School Diploma or Equivalent is required.

Additional Preferred: Education, Experience, Certifications and/or a Combination Thereof:

- Excellent customer service skills: Requires a minimum of 2 years of customer service experience.
- Telecom or Multiple Systems Operators (MSO) Network Operations Center experience preferred, along with 3 or more years technical experience in a telecommunications, network, cable, or related industry.
- Cisco Certified Network Associate (CCNA) or equivalent certification strongly preferred.

Benefits & Pay

Full-time, hourly position with highly competitive compensation and benefits package. *Benefit inclusions:* Family Healthcare • Vision • Dental • 401k & Retirement Package • Holiday • Vacation • Sick

To Apply

Qualified candidates submit resumes to:

Hiawatha Communications Inc.

ATTN: Robin Kolbus

108 W Superior St, Munising MI 49862

Fax: 906.387.9919 • E-mail: rkolbus@jamadots.net