Position: NCC Tier III Engineer

NCC Tier III Engineers have intimate knowledge of the Network and networking protocols along with excellent communication skills, and should be able to perform in-depth troubleshooting of all transport issues that arise, often communicating directly with vendor technical support. The primary functions of an NCC Tier III Engineer is to perform escalated transport network isolation repair, execute tactical network projects, and own overall network trouble case and event management of a network trouble once alerted by the NCC of such events. The NCC Tier III Engineer performs a critical function within the network repair process and can ultimately impact the NCC's ability to meet Network Availability and Restoration commitments made to our customers. These individuals will have daily expectations, but are primarily driven by projects in the transport network that require greater attention to detail and management from a more advanced technical resource.

Job Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education & Experience:** Bachelor of Science degree (B. S.) or equivalent from four-year University or technical school and 5 to 8 years related experience and/or training; or equivalent combination of education and experience
- **Language & Communication Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to communicate effectively with peers, coworkers, and management within the NCC and other organizations.
- **Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- **Computer Skills:** To perform this job successfully, an individual should have working knowledge and experience working in a trouble ticketing system (MetaSolv, Clarify, Remedy, or other) and be competent in the use of spreadsheet (e.g. Microsoft Excel) and word processing (e.g. Microsoft Word) software.
- **Other Skills & Abilities:** Detailed technical skills and knowledge of network equipment, including but not limited to SONET, DWDM, Asynchronous, and other fiber optic electronics equipment. Ability to solve complex technical problems in a timely manner. Excellent communications skills to interact with customers, contractors and internal organizations to solve customer and network problems.

Performance Expectations:

Responsible for maintaining high standards of work performance to include, but not limited to the following:

- **Personal accountability:** reporting for work on time, notifying supervisors of any necessary overtime, accurate timesheet reporting, accounting and managing personal time off.
- **Conduct:** Professional conduct in interaction with peers, management, and customers, maintaining a neat and professional appearance, staying motivated and displaying a positive attitude at work.

- **Aptitude:** Adaptation to ever changing technical environments. With minimal training, the individual is capable of understanding the general knowledge of newly deployed equipment, topology configurations and data management systems. Aptitude is key for providing premier customer service when presented with unique network scenarios.
- **Relationships:** NCC Technician II builds and fosters relationships with NCC support entities and makes recommendations for process improvements in cooperation with Field Management, OSP Management, ISP Management.
- **Initiative:** Displaying initiative in the absence of management by taking action and accepting responsibility, ability to work efficiently with minimal supervision, having the ability to cover other shift responsibilities in the absence of team members.
- **Teamwork:** Ability to work well with peers on daily tasks and responsibilities towards a common goal, ability to resolve minor conflicts within their team without management intervention being necessary.
- **Knowledge Expectations:** Ability to pass (90% or higher) basic transport knowledge assessment test, and demonstrate consistent increase in general SONET / DWDM knowledge and specific vendor technologies
- **Technology Expertise:** Recognized as a Subject Matter Expert (SME) on at least 4 network platforms (e.g. Cisco 15454, Fujitsu 4500, etc.) and ability to provide training to other NCC technicians, perform advanced troubleshooting, and provide technical expertise on these platforms.
- **Work Management & Productivity:** Consistent use of trouble ticketing system to manage and document network and customer troubles; accurate and thorough documentation of work performed with use of appropriate closure codes.
- **Communication:** Ability to effectively communicate important information verbally, via IM, or email, and able to interact with customers in a professional and courteous manager in all situations. **Discourteous or unprofessional treatment of customers is grounds for immediate termination, regardless of the circumstances, including difficult situations dealing with emotional customers.**
- **Special Projects:** Responsible for special projects & duties as assigned, and able to create project plans and timelines, provide regular reporting on progress and meeting committed project scope and dates.

Roles/Responsibilities:

- **Project Management:** The primary function of the NCC Tier III Engineer will be to manage and complete special projects as assigned. These special projects may include (but are not limited to) network software upgrades, network audits, network configuration changes, creation of network tools & automation scripts, testing of network technologies & configurations, and other projects as assigned. The Tier III Engineer will be expected to compile project plans & schedules, and regularly report on progress status.
- **Network Fault Management:** NCC Tier III Engineer will be expected to perform transport equipment/EMS fault isolation and repair, particularly when escalated to by the NCC, or in times of staffing shortages when the Tier III Engineer is requested to perform a surveillance and repair function.
- **Materials Management:** Tier III Engineer will need to order materials & spares, and coordinate the delivery and deployment of parts associated with projects and activities.

- **Technical Training:** The Tier III Engineer is responsible for supporting and cross-training other NCC technicians, compiling training documentation, and delivering training courses to the other NCC technicians.

- **Technical Escalation:** The NCC Tier III Engineer serves as the highest level of technical support within the NCC organization, serving as a technical escalation point to all other NCC technicians, and is responsible for engaging the vendor for additional support when necessary.

- **Network Performance Management:** The NCC Tier III Engineer is responsible for the creation and maintenance of network maintenance and performance improvement plans, including backup of network element configurations, rebooting of network elements (where needed), network wide configuration changes, isolation and resolution of chronic network issues, and other performance / maintenance projects as assigned.

- **Vendor Management**: Serves as liaison for vendor related issues & escalations. Review Vendor Bulletins (PCNs), publish impact statements, and create plans for implementation of PCNs if applicable and in the best interests of the company. Track open issues with vendors to resolution and provide regular readouts on open vendor issues and recommendations for upgrades or removal / replacement of vendor technologies.

General Day-to-Day Tasks:

- **Pro-active and Preventive Maintenance**: Proactively seeking and identifying potential network problems and addressing these issues before becoming service affecting events; as the Tier III Engineer encounters network configuration issues, equipment bugs, data integrity issues, or other problems, the Tier III Engineer should evaluate the potential impact of the impairment, make immediate corrections if possible, or compile an improvement plan to address the issue, with regular reports to management on the progress.

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments made to internal and external customers.

- **Open/Close Network Trouble Tickets**: NCC Tier III Engineer should follow standard trouble ticketing procedures for any troubleshooting or configuration changes made on the network, with updates entered into the trouble tickets in chronological order reflecting the troubleshooting steps and associated results. Tickets should be closed using the appropriate coding to support metrics and reporting.

- **Training**: Trains and develops less experienced technicians, cross-training with other technicians to ensure information flows in all directions, seeks self-improvement by being eager to learn and taking advantage of training opportunities. Compiles and delivers training courses for other NCC technicians.

- **Event Management Support**: Ability to follow Event Management processes by effectively managing a service affecting event to include fault isolation and troubleshooting, engaging necessary groups or personnel in a timely manner, prompt technical or management escalation and notification, prioritizing tasks, coordination of efforts of personnel or groups, alarm history and research, alt-routing research and implementation, identifying affected equipment and affected customer circuits, accurate event documentation, and maintaining current updates.

- **Post Event Analysis**: Ability to investigate network outages to determine root cause, and provide recommendations for changes in processes & procedures, or network configuration to prevent recurrence of similar outages in the future.

- **Conducting Scheduled Network Maintenance**: Responsible for compiling, scheduling and implementing network maintenances per the maintenance request processes, as well as creating or reviewing and approving Methods of Procedures as created by other internal organizations.

Process Adherence:

- **Alarm Management:** Ability to utilize all legacy network databases to look up circuits and use MetaSolv trouble ticketing system for ticket management. Technician needs to understand the importance of proper alarm identification for service impact.
    - MetaSolv TBS
    - MetaSolv Trouble Ticketing System
    - Ability to learn and work in other inventory systems as needed

- **Ticket Management:** Tier III Engineer must understand the importance of proper ticket documentation. It is critical for continuous improvement, chronic issue identification and NCC metrics that tickets be opened appropriately, service restored timely and closed properly.

- **Network Maintenance Support:** Tier III Engineer should read and understand the process for implementing network maintenance activities.

- **Network Guardian:** Tier III Engineers should understand that the number one priority of every technician is to protect the network, quickly identifying and resolving network faults to prevent network outages.

- **Network Process Update:** Tier III Engineer understands he/she will be responsible for adhering to standard NCC processes and coaching other NCC technicians in the processes. An NCC Tier III Engineer will also be responsible for writing new processes and amending existing processes, and should regularly make recommendations for process improvements.

- **Knowledge Assessments & Training Update:** Tier III Engineer understands he / she may be expected to complete knowledge assessment tests on a regular basis, and the results will be used to identify training opportunities and create NCC training plans. Knowledge assessment results will be recorded in employee file and used for performance evaluations as employees will be expected to consistently improve through training classes. Training opportunities will be offered through computer based training, vendor provided and on-the-job (OJT) training from other technicians.

Compensation and Benefits:

- Competitive salary
- Complete benefits package available including medical/dental/vision insurance

To apply: Please submit your resume online or via email to: hr@zayo.com