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| **Date of Issue:** | **August 2017 (revised 3-2019)** | **CBU:** | **UMPSA** |
| **Position No:** | **00023662** | **Job Family:** | **7901** |
| **Department:** | **SITINF** | **OT Eligible:** | **Exempt** |
| **Campus:** | **University Services** | **Wage Grade:** | **04** |

# **Position Summary:**

In coordination with the Network Operations Center Coordinator, support the daily activities of the Network Operations Center staff, including training, coaching, organizing, planning and staffing. This position also researches and conducts assigned projects involving design, installation, maintenance, configuration, and troubleshooting of data networks and related hardware and software, chiefly for K-12 schools and libraries. A person in this position coordinates with: all groups within ITS; University System: all administrative and academic offices of the University relative to all Networkmaine and ITS services; non-University: Maine Department of Education, K-12, community/public libraries (MSLN), numerous research institutions and other non-profits.

# **Essential Duties:**

* + - In coordination with the Network Operations Center Coordinator, supports the daily activities of the Network Operations Center (NOC), to include training, coaching, organizing, planning, and staffing operations.
    - Perform problem analysis and take corrective actions on issues with network and Internet connectivity, wireless connectivity, firewall configuration, content filtering, videoconferencing and telephony, and other supported services.
    - Acts as 2nd level support for Network Operations Center technicians, accepting trouble reports, performing Level 2 problem diagnostics, and dispatching the reports to appropriate internal or external service provider.
    - Interface with equipment vendors, telecommunications carriers, and service providers.
    - Collect and provide information that can be used to eliminate recurring problems.
    - Maintain a professional helpful attitude with all users.

1. **Nonessential Duties:**

* Respond to service calls to the NOC

**Note: University Services reserves the right to change or assign additional duties as necessary.**

1. **Reporting Relationship:**

Reports to Network Operations Center Coordinator

1. **Supervisory Responsibilities:**

None

1. **Qualifications, Knowledge, Skills and Abilities**

**Required:**

* + - A Bachelor’s degree in a technology related field or equivalent training and experience
    - 2 years progressive experience in a technology related or customer service related field
    - Knowledge of and experience with the operation of wide area networks and associated transports/protocols, such as DWDM, Carrier Ethernet, TCP/IP, DHCP, DNS.
    - Knowledge of and experience with firewalls and their configuration, including NAT/PAT
    - Familiarity with industry standard network security practices
    - Strong analytical and problem solving abilities
    - A good working knowledge of operating systems, data network protocols and standards, and internet related applications/utilities
    - Ability to work independently
    - Excellent interpersonal skills
    - A professional and courteous phone presence
    - Excellent verbal and written communication skills
    - Solid organizational and time management skills
    - Ability to work independently

**Preferred:**

* + - Experience working in a team-oriented, collaborative environment
    - Ability to program in a high-level language
    - Previous experience working in a carrier/service provider NOC

1. **Working Conditions:**
2. **Signatures:**

The signatures indicate the employee and immediate supervisor have reviewed the job description.

Employee Signature/Date:

Employee Printed Name:

Immediate Supervisor Signature/Date:

Immediate Supervisor Printed Name: