

NOC Administrator

Dakota Carrier Network (DCN), a provider of high speed broadband communication services, has a rewarding opportunity open at the DCN Network Operations Center (NOC) in Bismarck, North Dakota for a **NOC Administrator**.

JOB SUMMARY: This position will provide administrative support in the DCN Network Operations Center (NOC) to the technicians, NOC Manager, and the Director of Operations. Primary duties are to answer incoming customer phone calls, open, update, and close customer trouble reports, and manage DCN's maintenance process. Additional duties may include filing, data entry, and reporting functions.

ESSENTIAL JOB FUNCTIONS:

- Answer incoming customer and vendor phone calls.
- Open, update, assign, and verify the completion of customer trouble reports.
- Proactively monitor DCN's network management systems and notify technicians, customers, and possibly the Director of Operations of outages in the network.
- Communicate with alternate service providers to obtain updates on open trouble tickets and work orders.
- Prepare and send maintenance notices to customers upon receipt of an approved Method of Procedure. Populate the NOC Calendar with approved maintenance activities.
- Assist the DCN technical staff during outage situations. Create and maintain a customer call-back list, update the outage ticket, and keep customers informed on any progress towards resolution and the final resolution.
- Maintain the DCN technical contacts list to ensure DCN has proper contacts for customers and alternate service providers.
- Gather all necessary information and create reports as needed by the CEO, Director of Operations, or NOC Manager.
- Perform all other duties as assigned by the NOC Manager or the Director of Operations.

QUALIFICATIONS:

- Skill in oral and written communication.
- Skill in analytical thinking and problem solving.
- Skill in utilizing Microsoft Word, Excel, Power Point, and Outlook.
- Ability to demonstrate a strong phone etiquette skillset.
- Ability to organize and prioritize multiple work assignments.
- Ability to multitask and pay close attention to detail.
- Ability to quickly adjust priorities and work in a fluid and rapidly changing environment.
- Ability to work independently.

- Ability to communicate with customers and employees in a professional manner.
- Ability to effectively function as a team player.
- 3-5 years of office administration service. Telecommunications experience is a plus.

BENEFITS: DCN offers a competitive salary and benefit package.

APPLICATION DEADLINE: October 31, 2017

Please send cover letter and resume to the following address:

Human Resources
Dakota Carrier Network
P.O. Box 2484
Fargo, ND 58108
hr@dakotacarrier.com

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