

NOC Administrator

Dakota Carrier Network (DCN), a provider of high-speed broadband communication services, serving North Dakota customers with locations within the state and through its partnerships has an opening 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.

JOB RESPONSIBILITIES:

- Answer incoming customer and vendor phone calls.
- Open, update, assign, and verify the completion of customer trouble reports.
- Proactively monitor network management systems and assist the technicians during outage situations.
- Prepare and send maintenance notices to customers upon receipt of an approved Method of Procedure.
- Maintain the DCN technical contacts list.
- 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 to communicate with customers in a professional manner.
- Ability to organize and prioritize multiple work assignments and pay close attention to detail.
- Ability to work independently but function as a team player in a fluid and rapidly changing environment.
- 3-5 years of office administration service. Telecommunications experience is a plus.

BENEFITS: DCN offers a competitive salary and benefit package.

APPLICATION DEADLINE: September 17, 2020

Please send cover letter and resume to the following address:

DCN Human Resources

P.O. Box 2484

Fargo, ND 58108

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