

NOC Manager

DCN, LLC (dba Dakota Carrier Network), a provider of high-speed broadband communication services, has a rewarding and challenging job opportunity to manage DCN's high quality, state-of-the-art Network Operations Center (NOC). DCN is looking for a career minded individual who is highly motivated to oversee our team of engineers and technicians supporting DCN's various Carrier Ethernet, DWDM, and IP platforms. This position will be located in Bismarck, ND.

JOB SUMMARY: Oversee the day-to-day planning, implementation, and maintenance of DCN's backbone DWDM, Ethernet, and IP facilities. This position may require after-hours support and on-call responsibilities.

ESSENTIAL JOB FUNCTIONS:

- Plan, organize, and manage staff and overall NOC operations to ensure stability of DCN's network infrastructure.
- Supervise NOC technicians and engineers by scheduling and assigning workloads, creating MOPs (method of procedures), and verifying the quality of work performed.
- Review equipment and trouble reports and ensure all problems and issues are resolved in a timely manner.
- Create RFO (reason for outage) reports for network outages.
- Make budget and purchasing recommendations and capacity planning to provide a steady, cost-effective infrastructure to meet availability demands.
- Prepare specifications for new equipment and oversee any network changes or upgrades.
- Verify on-site surveys and engineering for new equipment installs.
- Perform all other duties as assigned by the Director of Operations.

QUALIFICATIONS:

- Skill in analytical thinking and problem solving.
- Skill in reading and interpreting technical documents and information.
- Ability to improve or redesign procedures for specific installation/repair processes.
- Ability to work independently and make sound technical decisions.
- Ability to multitask and pay close attention to detail.
- Ability to create a team environment and sustain employee morale.
- 5+ years' experience working in the telecommunications industry.

BENEFITS: DCN offers a competitive salary and benefit package.

APPLICATION DEADLINE: August 4, 2023

Please send cover letter and resume to:

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

Dakota Carrier Network is an Equal Opportunity Employer.