NOC supervisor 

**Job description**

**Department:** Tech Support

**Reports to:** Ron Raugh

**FLSA:** Non-Exempt – Full time

**Benefits Eligible:** Yes

**Summary**

The position’s primary responsibility is to manage the NOC team and to enforce processes related to proactive monitoring, trouble isolation, and the restoration of services and elements that comprise the Blue Stream network.

The NOC Supervisor will drive issues to resolution, meet defined KPI’s, and establish KPI’s where not defined. The position is responsible for constantly reviewing tools and processes to provide an environment of continuous process improvement of the NOC’s handling of troubles, events, and outages. Additionally, the NOC Manager will maintain strong situational awareness of changes being performed throughout the network through a solid change management process.

**Responsibilities**

* Manage daily operation of the network operations center (escalations, ticketing, communications) and ensure work schedules provide coverage for efficient completion of service orders and troubleshooting
* Manage the development of notification and change management policies, processes, and procedures
* Ensure consistent ticket information in order to aid in trouble analysis and root cause reporting
* Develop network health, KPI’s, and performance reporting to share with internal business owners
* Lead in monitoring the performance of the network to ensure proper optimization, mitigation of outages, root cause analysis, and the trending of operational issues
* Knowledge of carrier grade IP services (VoIP, IPTV, Internet) and related access technologies (HFC – CMTS / FTTX – GPON and Metro-E)
* Knowledge and hands on experience with network management, monitoring, and diagnostic tools
* Provide feedback and recommendation for Operations Support Systems (OSS) tools improvements, process flows, event management, and correlation
* Develop monthly reporting where it does not exist – network health (performance and capacity), monthly outage review, etc
* Create documentation, workflows, and ensure that ongoing training is performed for team members.
* Drive a work culture and environment of continuous improvement within the NOC
* Skilled in customer focus, critical thinking, active listening, oral communication, & problem solving.
* Ability to evaluate, train, motivate, develop, and retain NOC team members.

**Education and Experience**

* Bachelor’s degree or equivalent military technical training
* Three to Five years of relevant work experience (Telco or MSO) in NOC or Operations is preferred
* Project Management PMP, ITIL 3.0, CCNA/CCDA, CompTIA Network +, or other certifications are considered a plus

**Working Conditions**

* Work is in a normal office setting 90% of the time with travel required 10% of the time.
* Work schedules may require nights, weekends, variable schedules, on call, and overtime as necessary

**Competencies**

* Exemplary Attendance and Punctuality
* Maintains effectiveness when experiencing major changes in personal work tasks or work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures.
* Focuses and guides self and team members in accomplishing work objectives.
* Interacts with others in a way that gives them confidence in one’s intentions and those of the organization.
* Makes customers and their needs a primary focus of one’s actions; developing and sustaining productive customer relationships.
* Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; and takes action that is consistent with available facts, constraints, and probable consequences.
* Deals effectively with others in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict.
* Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits.
* Maintains stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.
* Possesses, acquires, and maintains the technical/professional expertise required to do the job effectively and to create effective customer solutions.  Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product and service management for the functional area in which employee operates.
* Actively appreciates and includes the diverse capabilities, insights, and ideas of others and working effectively and respectfully with individuals of diverse backgrounds, styles, abilities, and motivations.
* Sets high standards of performance for self; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.