

United States Jobs Expertini®

Network Operations Center Engineer

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Company: Cal.net, Inc.

Location: Shingle Springs

Category: other-general

Do you work in a carrier NOC, and your ideas for improvement are over looked? Are you looking for

new opportunities to implement proactive monitoring and better reliability for customers?

Cal.net is seeking

an individual with current NOC expertise that can bring new ideas and implementation. Cal.net is a fast paced and always changing environment as we work hard to provide internet in rural communities. Zabbix experience is preferred but not required.

Network Operations Center Engineer

The NOC Engineer serves in the Cal.net NOC, monitoring network health, serving as a provisioning agent, supporting field operations and handling escalations from Technical Support. The NOC is the very heartbeat of the network and bridges between customer facing teams, operations, network engineering, and the network itself. The NOC is arguably the most technically impactful group to customer experience and helps hold the entire enterprise to a higher standard. The NOC Engineer also has a major role in process improvement, tooling, and other enhancements to meet the NOC mission of creating an exceptional customer experience. This is a full-time, Monday - Friday position. The NOC Engineer will be included in the on-call week long rotation, receiving alerts, triaging, escalating and dispatching as necessary. Rotations have an approximate frequency of every 6 weeks.

If you are interested in providing reliable internet, in hard to serve areas, we look forward

to hearing from you.

Focus:

Configure, troubleshoot, and maintain IP routers, ethernet switches, and fixed wireless equipment using company tools and processes.

Work cross-functionally with network analysts, engineers, and tech support, and field technicians to solve problems related to network operations.

Leverage monitoring tools to ensure integrity of network, system components, and more.

Act as point of contact for incident and problem resolution. Record any issues and their fixes within the company's ticketing system.

Establish new procedures to improve efficiency and minimize downtime. Ie, NOC to NOC agreements.

Lead initiatives surrounding incident management, disaster recovery, business continuity, and security.

Identify areas of opportunity within SOPs, metrics, and processes for process improvements, minimizing risk and addressing bottlenecks.

Act as a technical resource for the NOC team, customers, and management.

Deliver exceptional customer service and ensure problem resolution.

Skill Set:

5 years of experience within network operations.

Background in network operations including ethernet, internet, data center, and NOC.

Strong communication, technical documentation, and analysis skills.

Proficiency with standard ticketing systems and troubleshooting workflows.

Must be a self-motivated, detail oriented, and capable of tracking many concurrent issues.

Preferred Experience, Education & Certifications:

ISP/Telecom Network Operations

Nokia Network Routing Specialist I Certification

Cambium ePMP Certification

ITIL 4 Foundations Certification

**Hours: Monday - Friday, 12pm - 9pm

**Available work locations: Vacaville CA, Salida/Modesto CA, Shingle Springs CA

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