



Network Operations Technician

Position Summary:

The Network Operations Technician is a key role related to the design, documentation, operation and maintenance of the wired and wireless network supporting all internal and external clients. This position is also involved with the design, documentation, operation and maintenance of all services running on the NAS network and related systems in support of all NAS services delivered to all customers. NOC Technicians research, design, evaluate, integrate and maintain software and hardware applications.

Responsibilities:

Primary: Services - network infrastructure supporting all systems and services (80%)

- To design and maintain all aspects of the redundant network related to NAS business solutions in both the wired and wireless technologies
- Research, design and develop information and communication system network architecture
- Research, evaluate and integrate network system and data communication hardware and software
- Assess, document and optimize the capacity and performance of information and communication system networks
- Assess, test, troubleshoot, document, upgrade and develop maintenance procedures for operating systems, communications environments and applications software
- Research, evaluate and synthesize technical information to design, develop and test computer-based systems
- Develop data, process and network models to optimize architecture and to evaluate the performance and reliability of designs
- Plan, design and co-ordinate the development, installation, integration and operation of computer-based systems
- May lead and co-ordinate in the development and integration of information and communication system architecture, hardware and software
- Monitoring industry trends
- Research into new products and services
- Recommending new technologies and applications
- Conducting system vulnerability assessments
- Documenting best practices
- Implementing system monitoring facilities
- To provide guidance and feedback for the development of new services and existing products

 1.866.235.4646

 905.524.2001

 info@netaccess.ca

 netaccess.ca

 21 King St W, Suite 1500
Hamilton, ON L8P 4W7



- To provide an infrastructure that meets the demands of the current and future growth trends of the NAS client base
- To maintain directives from the management team related to the redundant operation of all systems
- To implement and maintain the systems backup, security and disaster policies related to systems
- Network support for NAS partners
- To carry a pager and respond to critical system wide issues impacting multiple customers

Secondary Customer Service & Support. (20%)

- Response to technical support escalations from the Customer Service and Support Level 2 team
- To work with the sales engineering team as requested to provide technical knowledge, design and approve solutions that are not a standard NAS offering
- Update tickets in the NAS ticketing system
- Updates account information with the correct data
- Assists with the internal systems for IT
- Service support to Customer Service and Support Level 2, training and knowledge base management related to systems

Key Contacts

- Sales Engineer, to assist with integrated solutions leveraging the appropriate NAS products and services
- Customer Support Level 2 when needing additional help to handle any customer service support.
- Manager of Business Solutions, Services, to provide reporting, feedback for any customer requests, or common issues

Position Requirements

Competencies (Knowledge/Skills)


- Advanced knowledge of Unix, network protocols, network services (critical)
- Cisco CCENT/CCNA and Network Certifications (critical)
- Motorola Wireless Certification (an asset)
- VMWare ESXi proficiency

 1.866.235.4646

 905.524.2001

 info@netaccess.ca

 netaccess.ca

 21 King St W, Suite 1500
Hamilton, ON L8P 4W7




- Advanced knowledge of WAN protocols and systems including Fibre, ATM, access routers, firewall technology (critical)
- Knowledge of VPN and LAN/WAN infrastructures (important)
- Information systems knowledge including SQL, ODBC (important)
- Some programming skills such as C, C++, PHP, UNIX application development (important)
- General web development skills (important)

Attributes (Behaviours)


- Customer Service Orientation - Making efforts to listen to and understand the customer (both internal and external); anticipating customer needs; giving high priority to customer satisfaction (critical)
- Leadership (influence) - Using appropriate interpersonal styles and methods to inspire and guide individual (subordinates, superiors, suppliers) toward goal achievement; modifying behaviour to accommodate task, situations and individuals involved (critical)
- Dependable - Produce work that is consistent in quality and will do whatever they promise to do (critical)
- Problem- Solving - Effectively identifies causes of problems and reaches sound conclusions after reviewing available information (critical)
- Team Player - Co-operation; Taking actions that demonstrates consideration for the feelings and needs of others (important)
- Initiative - Takes independent action and goes beyond what the job or situation requires; being proactive (important)
- Problem- Solving - Effectively identifies causes of problems and reaches sound conclusions after reviewing available information (important)
- Training - Working with Customer Service and Support Level 2 to share knowledge and understand how to use the various NAS tools and support systems, and to share knowledge in the troubleshooting process.

 1.866.235.4646

 905.524.2001

 info@netaccess.ca

 netaccess.ca

 21 King St W, Suite 1500
Hamilton, ON L8P 4W7