

Job title:	Technical Operations Support Technician
Department:	NIC4
Location:	Tampa, Florida, Weyers Cave, VA

JOB DESCRIPTION

Reports to: Technical Operations Manager

Job purpose:

The Technical Operations Support Technician will provide Tier 1 and Tier 2 satellite and network operations support, ensuring the effective monitoring, control, and configuration of a global satellite communications network including forward deployed satellite earth terminals and embedded network communications equipment. This includes planning, developing, installing, configuring, maintaining, supporting, and optimizing all network hardware, software, and communication links.

Duties and responsibilities:

- Analyze and resolve end user remote terminal problems in a timely and accurate manner
- provide end-user training where required
- Continuously monitor network performance to provide customer Tier 1 and Tier 2 support as required
- Remotely troubleshoot VSAT systems via software tools
- Resolve customer issues related to broadband IP communication via satellite transmission
- Support complex systems installations and startup at customer sites
- Prepare reports on network utilization, performance and activity as required
- Open and track trouble tickets via internal software tools as required to resolve network or remote terminal issues
- Administer all equipment, hardware and software upgrades for telecommunications systems, digital communications systems, and LAN communications and systems
- Respond to client trouble calls, on a basic and intermediate level, to analyze, diagnose and resolve the problem
- Monitor and test satellite network performance and provide satellite network performance statistics and reports
- Coordinate with end users and technical staff to implement and maintain systems that utilize industry best practices to meet business objective while maintaining the security and integrity of the data, system and network
- Generate metrics, project status reports and operating status reports for management and team members
- Provide guidance and training to less experienced personnel
- Prepare, coordinate and support user training and documentation and provide technical assistance for post-implementation support issues
- Provide service desk and technical support to users

- Isolate and correct network faults using network management tools
- Manage service restoration activities and track/update trouble ticketing system
- Provide status reports to customers and management personnel
- Provide testing and implementation support of new software releases for deployed network equipment
- Analyze, troubleshoot and resolve product-related issues resulting from installation, software and hardware upgrades, configuration changes, equipment integration or testing
- Maintain timely and accurate helpdesk records using the ticket management system and master station logs
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
- Accomplish organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- Protect organization's value by preserving the confidentiality of information
- Support, communicate, reinforce and defend the mission, values and culture of the organization
- Ability to work closely with the NI VSAT Product Management team for the benefit of NIC4 and customers' requirements

Qualifications:

- Extensive knowledge of military or commercial satellite communications is required
- Satellite communications industry and U.S. Government contracting experience are definite assets
- Electrical, Satellite Communications, Telecommunications Systems or related field with a equivalent 10 years of experience and/or military training
- Experience with SATCOM equipment, RF Test Equipment (oscilloscopes, power meters, spectrum analyzers, multi-meters), basic electronic principles, and basic knowledge of networking equipment is required
- Security + certification preferred, including experience with LAN/WAN technologies, TCP/IP networking and routing, switching and VoIP/voice protocols
- Understanding of WAN Technologies and Routing Protocols as well as network services Problem Analysis skills are preferred
- Solid written and verbal communication skills required
- Solid time management and organizational skills as well as the ability to multi-task in a fast-paced environment
- Experience with Military and commercial satellite constellations and ground station equipment
- Must be able to work 24 X 7 on call, being capable of following company guidelines in making independent decisions in a multi-tasking work environment.
- Personal Characteristics: problem solving, strategic thinking, results driven, customer focus, a team player
- Must be committed to self-development including lifelong learning, regardless of their formal education
- Must consistently display good team working, organizational and interpersonal skills, with the ability to work comfortably with customers and co-workers
- Must be able to convey complex technical issues equally to skilled and unskilled individuals.

- Must be able to obtain and maintain a U.S. Secret level personnel clearance
- A willingness to embrace and live the core values of Network Innovations and NIC4

Working conditions:

- This position does not have regular work hours or a regular schedule. The incumbent must be available 24/7 x 365, within reason, to advance their team and the organization.
- The position operates in both a CONUS professional office environment, however, there may be occasions to be 'in the field' which may include harsh or dangerous physical conditions. This role routinely uses standard office equipment and software.
- Travel required (up to 25%) CONUS, with the potential of an occasional OCONUS trip to customer locations located anywhere in the world for onsite support and installation
- Maintain the proper up-to-date documents in order to travel on short notice for CONUS and OCONUS

Physical requirements:

- Able to transport or lift tools and/or equipment weighing up to 100lbs, while wearing body armor for extended periods of time when required, weighing up to 50lbs
- An ability to travel on a global basis. A valid passport without restrictions.
- Travel to dangerous, hostile or combat militarized zones embedding with military forces for extended periods of time; days, weeks, and months
- Emergent Requirements Support: 24/7 operations, in support of emergent requirements responding to world events

Disclaimer Statement: This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.