

Job Title:	Junior Customer Support Network Analyst
Department:	Networks
Area/Location:	Calgary, AB
Supervisor:	VSAT Operations Manager

JOB DESCRIPTION

Job Purpose:

The **Junior Customer Support Network Analyst** quickly and efficiently resolves customer issues and requests for support, via phone, email, and the CRM ticketing system. The analyst troubleshoots a variety of **satellite and ground-based IP and telephony networks**, maintains a proactive approach towards problem solving, performs daily QC checks of system software, and validates and tests system configurations.

Duties and Responsibilities:

- Perform active first level troubleshooting with customers and satellite network operators of all supported systems, including land, maritime, and avionics systems.
- Provide direction and guidance to customers and field technicians during the troubleshooting process of (including but not limited to) remote site equipment problems and issues, installation, testing, verification of satellite link performance, and RF communication systems.
- Proactively monitor the health of core and customer networks using existing NMS systems to detect when systems or customer sites experience faults.
- Identify trends, address unreported outages, and follow established processes for responding to alarms.
- Perform remote terminal commissioning during service installation.
- Assist customers in activating products that require technical skills to configure them and complete the following functions:
 - Registrations
 - Suspensions
 - Terminations
 - SIM top ups
 - Notification creation and management
 - Other functions that may be introduced over time
- Assist customers in operating the services obtained from Network Innovations (NI) including:
 - Proper use of the device and network (e.g. dialing patterns, IP connection)
 - Proper setup for the device and network

- Other activities that use the service
- Identify warranty status on failed terminals and facilitate RMA processes with the customers as necessary.
 - Provide the customer with RMA options
 - Follow established RMA process within the company with regards to interfacing with other departments and the handling of equipment
 - Physical testing of equipment to verify faults
 - Physical testing of equipment to verify repairs
- Evaluation and inspection of products:
 - Pre-testing and configuration prior to shipping to customers
 - Quality Assurance (QA) of products that have been repaired
- Perform support roles as assigned in established business processes that accomplish the following tasks:
 - Monitor and process phone calls distributed by the automated distribution system.
 - Monitor and process requests submitted to the trouble ticket system.
 - Update the ticket system as progress is accomplished on troubles.
 - Manage incident resolution within the shift, reassigning tickets or calls to other technicians as appropriate.
 - Ensure escalation and notification procedures and processes are followed via NI standards.
- Communicate effectively, efficiently and professionally with customers by phone, email and the ticketing system.
- Communicate effectively, efficiently and professionally with Service Providers (SPs) and vendors to accomplish:
 - Successful completion of reported technical troubles
 - Regular follow up on open issues
- Communicate effectively, efficiently and professionally with NI staff to:
 - Follow established business processes
 - Continuously develop and improve business processes
 - Give other departments the best chance at being successful in their duties
- Other duties as assigned

Qualifications:

Required:

- At least 2 years of progressive experience in the VSAT Telecommunications industry are required, in areas such as:
 - Commercial satellite acquisition procedures (Iridium, Inmarsat, Thuraya), IP routing and switching, Voice over Internet Protocol (VoIP), Quality of Service (QoS), Voice and Data, wireless technologies and security
 - Inmarsat and Iridium products (BGAN, FBB, Handsets, etc.)

Preferred:

- iDirect satellite experience
- Inmarsat GX/FX installation and support experience

- Newtec MDM satellite modem experience
- Experience in multi-national operations
- A relevant technical or business degree/diploma; any incumbent must be committed to self- development including lifelong learning, regardless of their formal education. Applicable knowledge and experience will suffice in lieu of degree/diploma.
- Working knowledge of Microsoft Office products

Personal Characteristics:

- Problem solving, strategic thinking, confidential and ethical, results driven, customer focus, and a team player
- Ability to multitask and prioritize in a fast-paced environment
- Fluent English is required. A second language is beneficial.
- Professional written and verbal communication

Direct Reports:

N/A

Working Conditions:

This position requires shift work and/or on-call rotations in order to meet 24/7 customer support availability requirements. The selected candidate must be willing to work nights and weekends directly and/or be on-call to meet the 24/7 needs of our customers. The position operates in a professional office environment and uses standard office equipment and software.

Physical requirements:

Sitting and using a computer for extended periods of time. Ability to lift 50 lbs.

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.