



NOC Engineer

General

The NOC Engineer is a technical position responsible for Seaborn Networks (**Seaborn**) network management, service assurance, change management and service delivery.

The NOC Engineer supports the Tier 1 NOC in responding to and resolving higher level Network issues. They are the primary resource for the turn-up and testing of new customer services. They support Engineering in Network Upgrades and Capacity Management. They will also aim to maintain network availability and provide operational support to the Seaborn cable station teams and technical support to customers and customer facing teams within Seaborn.

In addition, the NOC Engineers will operate on a rotational basis as the principal on-site Seaborn Engineers in the Wall cable station and Points of Presence (POPs) in New Jersey and New York. Also on a rotational basis the NOC Engineer will support the Seaborn Network as on-call 24x7 support for Emergency Issues.

Primary Role

Network Management

Day-to-Day Network Management and Fault Management duties to include;

- Timely response to network troubles to meet strictly defined company measures of quality.
- Ensure Network Management Systems and Elements are available and functional so that Tier 1 NOC can effectively manage the Network.
- Ensure that the Tier 1 NOC is effectively following up on all Network and Customer issues.
- Provide technical operational support to on-site Seaborn Engineers, customer facing teams and customers.
- Enable Performance measurements, interpret data, diagnose and isolate to resolution.
- Assist in the design, build, testing and co-ordination of customer circuits and new capacity activations.
- Creation and management of Vendor support tickets.
- Escalation of Service Affecting issues or hazardous conditions to management.
- Creation of Network or Customer specific reports following service affecting events.

Change Management

- Coordinate with Engineering teams, cable station Engineers and Customers to develop and acceptable plan of work for all and any planned activities on the network.
- Performing checks on Network status and condition prior to start of medium and high risk planned activities.
- Co-ordination of on-site Engineers for planned execution of traffic switching events and other potentially service affecting or high risk activities.
- Assist the Engineering teams in the implementation and operational validation testing of upgrades and new systems, equipment or capacity in the network.

Methods and Procedures

- Maintain a thorough understanding of technical training documentation that provides a detailed understanding of the function and use of the network elements, management systems and their connectivity.
- Be conversant with, and follow the company provided methods and procedures for both NOC and cable station / POP activities.

Experience

Required

- 4yrs + working experience in a Network Operations Center, subsea cable station or telecommunications Point of Presence (POP) environment.
- Strong analytical and fault finding skills with the ability to prioritize Network and Customer troubles, making recommendations on how to restore service to customers and to eliminate repeat problems.
- Good communication skills to include verbal and written communication and presentation skills in a technical environment.
- Understanding of Service Level Agreements and objectives.
- Good understanding of the documentation of technical methods and procedures.
- Excellent ability to capture and document in a user friendly way event driven reports and diagnosis for both Customers and Seaborn Management.
- Good knowledge of MS Office Application suite, in particular Excel and Word.
- Ability to communicate with Engineers and Customers of different nationalities and cultural backgrounds where English may not be their first language.

Additional beneficial experience

Bilingual English/Portuguese is a plus.

Although not required the following experience would be beneficial.

- Technical understanding of Submarine Network and DWDM technologies, specifically;
 - Alcatel: Repeaters, Branching Units, SLTE, PFE, NMS
 - Infinera: DTNX, XT Platforms and Infinera NMS
 - Juniper: Routers, Switches, Junos OS
 - ADVA: FSP3000
 - Tyco: Repeaters, Branching Units, LME, HPOE, TEMS, Spellman PFE via UNME
 - Xtera: XLS, NXT via Nuwave
 - Fujitsu: Repeaters, Branching Units, SLTE
 - Ciena: Corestream, Multiwave, OME6500, Ciena CPL via Wavewatcher & OMEA
 - Cisco: 15454, 15540, ME3400 via HPOV & Ciscoworks
- Advanced knowledge of interaction between network management systems and particular equipment or sections of the network and how they interact with each other. Ability to communicate the interaction and functionality of the different network elements and how the network segments connect together to provide an overall topology.

Education

- High School Diploma as a minimum where other work related experience meets the required standard.
- Degree level qualification in telecommunications related field where work related experience does not meet the standard.

Additional Functions

In addition to the primary roles as described above, the NOC Engineer will also be required to carry out the following tasks on a rotational basis amongst other NOC Engineers;

- Provide on-site support at the Wall cable station in Wall Township, New Jersey, coordinating with the NOC and other cable station / POP Engineers to effect operational and maintenance activities.
- Provide on-site support at the Seabras-1 POPs in New Jersey and New York, coordinating with the NOC and other cable station / POP Engineers to effect operational and maintenance activities as directed by the NOC.

NOC Engineers will receive the relevant and required training at both a technical and methods and procedures level to enable them to fulfil their roles in both the NOC and the cable station / POP.

Other Job Details

Location: Primary location is Secaucus, New Jersey with activities in Wall cable station or New Jersey/Manhattan POP locations. Remote work capabilities are required to support the Network on an 24x7 on-call basis.

Term: Permanent

Employment Type: Full Time

Travel: Yes. Periodic travel as necessary is expected, which will be primarily focused around providing on-site technical support at the Seabras-1 Wall cable station and New York / New Jersey POPs on a rotational basis.

Reporting to: US Operations Manager

Company Info: Seaborn is transforming global communication as the leading independent developer-owner-operator of submarine fiber optic cable systems. Additional information regarding Seaborn can be found at www.seabornnetworks.com

Seaborn conducts background checks, including reference checks for all final applicants.