

COMPANY PROFILE			
<p>Cologix, Inc. Cologix, Inc. is a network neutral interconnection and data center company headquartered in Denver, Colorado that provides massively scalable interconnection services and secure, reliable colocation services in densely connected, strategically located facilities in Columbus, Dallas, Jacksonville, Lakeland, Minneapolis, New Jersey, Montreal, Toronto and Vancouver. With more than 450 network choices and 24 prime interconnection locations, Cologix currently serves over 1,600 carrier, managed services, cloud, media, content, financial services and enterprise customers. The company's experienced team of communications infrastructure professionals is committed to providing its customers the highest standard of local customer support.</p>			
JOB TITLE:	NOC Data Center Technician	POSTED DATE:	January 2018
JOB DESCRIPTION:			
<p>Responsible for proactively monitoring and troubleshooting support for production environment with key awareness and involvement on hardware/software changes. Emphasis will be on detecting Operations/Network production problems and initiating documented troubleshooting and contact/escalation procedures efficiently. In addition, support activities will include case/ticket generation, monitoring and support of environment and infrastructure, specialized on-demand processing support, active participation in turnover and daily meetings, and performance of other duties as assigned.</p>			

JOB LOCATION:	Parsippany, NY	COMPANY INDUSTRY:	Telecommunications
JOB ROLE:	Operations / IT	JOINING DATE:	Immediate
EMPLOYMENT STATUS:	Full Time	EMPLOYMENT TYPE:	Employee
COMPENSATION:	Hourly	MANAGES OTHERS:	No
WORK ENVIRONMENT:	<ul style="list-style-type: none"> • Works in a standard office environment utilizing standard office equipment. • Works in team and individual environments. • Works during day, evening, and night/morning shifts. 		
PLEASE SEND APPLICATION INCLUDING HOW YOU HEARD ABOUT THE OPPORTUNITY TO:			
NAME:	Ed Martinez	EMAIL:	ed.martinez@cologix.com
ADDRESS:	200 Webro Rd	CITY:	Parsippany
STATE:	NJ	POSTAL CODE:	07054
If submitting via email, please reference, "NOC Tech" in title of email			
EXTERNAL URL:	www.cologix.com		

Cologix is an Equal Opportunity Employer. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.

ESSENTIAL RESPONSIBILITIES:

Essential Responsibilities:

- Experience with alerts, troubleshooting and resolving problems, inclusive of making notifications and managing escalations, through defined procedures until problem resolution
- Exercised involvement in bridge/conference calls to facilitate problem resolution
- Have used management/monitoring software to determine status and condition of systems/hardware related to applications operating in production environment
- Familiar with monitoring and supporting network infrastructure with management/monitoring software and alarm systems
- Troubleshoots network problems and recommends corrective procedures or engages documented support processes or executes required escalations
- Can actively use phone, email, and helpdesk trouble-ticket systems to maintain information flow between NOC, Management, and Delivery teams support personnel
- Familiar with maintaining daily logs and generating reports
- Active involvement in documentation of procedures and analyzing/recommending solutions to problems
- Responds to customer requests as defined by management completing assignments in a timely manner with an acceptable level of quality
- Positive attitude towards participation in shift turnovers for continuity of problem resolution or knowledge exchange
- Support system demonstrations for potential customers
- Constructive desire to maintain a professional environment

EXPERIENCE:

Qualifications & Experience:

- Bachelor's degree in technical discipline or related field or an equivalent combination of education and experience as required for the specific job level
- Intermediate professional role that requires moderate skills with high level of proficiency - answers and responds to more complex operations/network related questions and inquiries via telephone and electronic messaging systems utilizing established procedures
- Works under general supervision with increased latitude for independent judgment
- Identifies non-routine issues and routes/escalates to appropriate team member
- Is proactive in identifying potential network services problem areas and recommending solutions
- May consult with senior peers on certain projects and works on multiple concurrent projects of medium complexity. Provides project status reports to management or senior peers
- Is an active team member, contributes to complex projects to gain experience, shares ideas and suggests process improvements appropriate for level of experience

- Expanded knowledge of data center industry, Cologix products and services, and networking terms, concepts, practices, and policies including Cologix's network infrastructure and architecture
- Has a basic understanding of regulatory and audit requirement with respect to network services controls
- Typically requires a minimum of 3 to 5 years' experience in a technical discipline or related field

Knowledge, Skills & Abilities:

- Communicates ideas both verbally and in written form in a clear, concise, and professional manner
- Knowledge of network technologies (i.e. routers, switches, load balancers, firewalls, network and routing protocols, DNS)
- Knowledge of basic IT technologies (i.e. operating systems, network devices, software development and architecture)
- Must be capable of handling "high-volume" traffic – handle many customer outages at one time
- Requires knowledge of basic office tools
- Ability to understand and apply technical concepts
- Team skills, including the ability to establish and maintain effective working relationships
- Flexibility, versatility, dependability