Network Ops Support Specialist
Role, Duties, and Responsibilities

Job Role Summary

A Network Ops Support Specialist will assist with the installation, management, and troubleshooting of firewalls, routers, switches, access points, and VPNs. They will provide the first line of support with troubleshooting network connectivity and VPN issues. This technician will perform basic configuration changes and assist with device setups. This role should show exceptional customer service along with basic troubleshooting skills. This person will manage assigned tickets, escalate, and assign tickets according to company policies and standards.

Job Responsibilities and Duties

- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Provide on-site support and troubleshooting for network issues.
- Setup, install, maintain documentation, and decommission network equipment.
- Create and maintain VPN tunnels.
- Perform routine maintenance for network appliances.
- Create, edit, and maintain network assets for remote monitoring.
- Resolve basic network and VPN errors and issues.
- Track time and record events, problems, and resolutions in ticketing system in real-time.

Job Requirements

- Excellent Customer Service and Communication Skills (Customer-Oriented)
- Basic technical knowledge of all company services and products.
- Good understanding of networking fundamentals, VLANs, and VPNs.
- Complete internal company certifications
- CompTIA Network+ or similar (preferred)
- Associate Degree in Information Technology (preferred)

Position Titles and Roadmap

- Network Ops Support Specialist I - Resolve 50% of all tickets and issues within team scope.
- Network Ops Support Specialist II - Resolve 70% of all tickets and issues within team scope.
- Network Ops Support Specialist III - Resolve 90% of all tickets and issues within team scope.

Reporting Information

- Reports To: Network Operations Manager
- Supervises: (none)

Pay Scale

- Hourly: $13.50 to $16.00

Benefits

- 3% IRA Match
- Six Paid Holidays
- 16 hours PTO
- 40+ Hours Paid Vacation (Accruing w/ tenure)