**Network Operations Specialist**

**Job description**

https://www.cpitelecom.net/careers

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

**Project Coordination:**

* Responsible for effectively managing multiple customer orders simultaneously.
* Responsible for keeping all documentation current and accurate.
* Responsible for handling and resolving customer service or billing issues related to telecommunications services.
* Ensure all timelines are being actively monitored, reported & escalated as required.

**Troubleshooting**

* Ability to test and troubleshoot a variety of Problems including voice, data and carrier issues
* Network Operations Center or Help Desk Experience with ability to think outside the box and probe for answers.
* Tier 1 configuration changes including telephony Moves, Adds, Changes and Deletes on remote PBXs.

**Communication and Collaboration Skills**

* Must be able to effectively communicate (verbally and in writing) with our Clients, vendors and employees.
* Must be able to work independently AND in a team environment.
* Analytical and problem-solving mindset.
* Effectively and efficiently collaborate with teams, peers, and leaders.

**PREFERRED EDUCATION, TRAINING, AND EXPERIENCE:**

* Associates degree.
* Technical training in related area of study
* 1-3+ years’ experience in customer service or vendor management.
* Previous project coordination experience.
* Or a combination of above experience.

**REQUIRED SKILLS:**

* Excellent telephone skills
* Empathy and listening skills.
* Must be able operate Windows PC with MS Office and MS Outlook.
* Intellectual speed, flexibility, and agility
* Excellent interpersonal skills to establish and maintain effective relationships with customers, employees, superiors, and business contacts in a professional, timely and courteous manner.
* Excellent written and verbal communication skills
* Ability to perform a variety of tasks, often changing assignments on short notice.
* Ability to make sound decisions using the information at hand.
* Trouble resolution and problem-solving skills
* Attention to detail and accuracy.

**WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:**

* Indoor work in an office environment requiring long periods of sitting.
* Frequent utilization of manual dexterity and visualizing of a computer screen.
* No unusual physical requirements.