NOC Engineer

General

The NOC Engineer is a technical position responsible for Seaborn Networks (**Seaborn**) network management and monitoring globally with an initial focus on Seabras-1. As such, the following role descriptions are focused around the Seabras-1 project but will also apply to other networks around the world for future project builds.

The NOC Engineer primarily works in a 24/7 environment within the Seaborn NOC being responsible for surveillance and reactive / proactive maintenance on the subsea and terrestrial networks from trouble identification and diagnosis through to resolution. 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.

Primary Role

Network Monitoring

Day-to-Day Network Management and Fault Management duties to include;
- Alarm monitoring, diagnosis and management through to resolution, effective testing and co-ordination of site and callout Technicians.
- Timely response to network troubles to meet defined company measures of quality.
- Ensure Network Management Systems and Elements are available and functional at the start and end of each NOC shift.
- 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, update, dispatch, closure and management of customer and network trouble tickets.
- Creation and management of Vendor support tickets.
- Escalation of Service Affecting issues or hazardous conditions to NOC level 1 management.
- Creation of Network or Customer specific reports following service affecting events.
- Provide duty lead engineer cover as directed by NOC Management.

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

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
  - Tyco: Repeaters, Branching Units, LME, HPOE, DSAU, 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 as directed by the NOC.
- 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 approximately 4-6 weeks spent in Wall cable station or Secaucus / Manhattan POP locations
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. A period of intense travel is to be expected during the first year of employment in order to successfully attend equipment and support system vendor training courses.
Reporting to:	VP of Engineering and Operations.
Company Info:	Seaborn is a developer and operator of transoceanic subsea fiber optic cable systems, with the first route being built to run from New York City to Sao Paulo, Brazil. Additional information regarding Seaborn can be found at www.seabornnetworks.com

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