



JOIN OUR TEAM!

NETWORK OPERATIONS CENTRE ANALYST – Brandon, MB

WESTMAN COMMUNICATIONS GROUP is seeking applications from energetic, highly motivated individuals to become part of our team. Westman is a successful, fast-paced and dynamic organization, with a positive, team-oriented work environment. We offer competitive compensation including a comprehensive and unique benefits package. Leverage your knowledge with a local technology leader.

Key Responsibilities

- Provide Tier 2 technical support to external Westman Communications Group (WCG) customers (business/enterprise customers mainly) to ensure proper operation and availability of all services and to improve customer satisfaction
- Monitor the performance of all WCG services and systems, Change Management for all planned and unplanned events, escalations, dispatch functions, VOD management and residential and business telephone provisioning
- Analyze alarm conditions as presented in monitoring systems and investigate the root cause of issues, document said issues and dispatch appropriate personnel to respond to the conditions as required
- Coordinate planned outages and invoke change committee when impact rating hits a major or critical level
- Escalate planned/unplanned outages that fall outside of any OLA or SLA using the WCG hierarchic manner to speed up problem remediation
- Document trouble resolution through the use of change management and ticketing systems ensuring updates/closure to all tickets as the change/problem progresses
- Effectively communicate status to business customers and internal staff when needed
- Manage programming substitution schedule and ensure subs are running properly.
- Maintain outage notifications on WCG Whiteboard Website.
- Monitor NOC email inboxes and telephone extensions ensuring quick turnaround on questions/issues

Qualifications

- 1 – 3 years of related experience in the cable or telecommunications industry
- Computer Systems Technology diploma, Electronic Technology diploma or equivalent experience
- A+ certificate and Network + certificate desirable or equivalent experience
- Experience with productivity tools (Word, Excel, Visio) and databases
- ITIL ITSM
- Linux/Windows Administration
- Fundamental understanding of cable plant, network and headend topologies
- Customer oriented, with a desire to resolve problems to the customer's satisfaction while maintaining focus on productivity, efficiency and quality
- Strong analytical, technical and mechanical abilities; good technical hardware and software skills
- Motivated self-starter with a strong work ethic capable of working independently, without supervision
- Excellent communication and interpersonal skills (verbal and written)
- Be available to work time averaging and/or shift work, "on-call", and be available for emergency services as required
- Must have a valid driver's license and be bondable

As an equal-opportunity employer, we encourage applications from all qualified individuals. While we thank each applicant for their interest, only selected candidates will be contacted.

DEADLINE FOR APPLICATIONS: NOON on Monday, December 7, 2020.

When applying for this position, please reference the position title in the subject line and/or the body of the email.

Please submit your cover letter and resume to:

Krista Derksen

E-mail: hr@westmancom.com

