



Position Title: Network Internship

FLSA: Non-Exempt

Reports to: Network Supervisor

Direct Reports: No

General Summary:

The primary responsibility of the Network Department is the monitoring and repairs of NCC's communication networks. Additional responsibilities include providing support to Network Engineering to ensure the timely completion of all Service Orders. The Network department is also responsible for the support of the Customer Service teams in providing a clear line of escalation for issues they cannot resolve. The Network Intern will shadow, observe, assist and learn about these responsibilities offering an overall understanding of how the department operates.

Essential Job Functions:

- Provides escalation support for customer issues.
- Provides additional resource for provisioning and troubleshooting.
- Troubleshoots customer internet issues for all technologies.
- Troubleshoots customer telephone issues.
- Provides phone support for Service Center and I&R.
- Assist in the administration of switching and Ethernet networks.
- Troubleshoots Special Service Circuits.
- Supports general network troubleshooting.
- Responds to network outages per procedures.
- Supports the investigation of internal issues.
- Provides input in the improvement of process and procedures.
- Ensures customer service's satisfaction goals are met.
- Coordinates maintenance for both internal and third party.
- Installation, testing, programming, and maintenance of all Network equipment.
- Assist in the administration of Metaswitch, Cisco and Calix equipment.
- Performs all other related duties as assigned by management. *

Note: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.