



JOB OPPORTUNITY POSTING

POSITION TITLE: Overnight Network Operations Representative

DEPARTMENT: Network Operations

LOCATION: Sudbury Head Office

REPORTS TO: Network Operations Manager

COMPANY:

Vianet provides complete communications solutions throughout Ontario, with the widest range of Internet access services including Dialup, high speed DSL and Cable Internet, Wireless to rural residents and Fibre.

JOB SUMMARY:

There is an immediate opportunity for a full time Overnight NOC Representative at the Sudbury Head Office, located at 128 Larch Street. This is a direct leg into Vianet's Network Operations Department. Primary duties are to monitor the various cameras for our Northern and Southern Ontario offices and pop sites. Additionally, other duties and responsibilities are required and listed below.

POSITION RESPONSIBILITIES:

Security & Network Monitoring

- Manning a desk to facilitate continuous observation and surveillance of all Vianet Sites.
- Provide event history and update information as appropriate.
- Monitoring anyone acting suspiciously and alerting security staff or police if you see an act of theft, vandalism, or any other crime.
- You may work in a team of operators or on your own depending on circumstances or the task.
- Responsible for keeping an accurate and timely log of all incidents to pass onto police.
- Responsible for the prioritization and management of critical and non-critical events including, but not limited to, access control, intrusion detection, and emergency response.
- Knowledge of standard office procedures and practices is required.
- Network Monitoring, responding to Host Down Alerts, and following/taking direction to remedy alerts/events as quickly and efficiently as possible, along with updating NOC tickets from external vendors.
- Monitor several queues including, but not limited to, NOC: External, NOC: Install, and NOC: Internal.
- Monitor the network, and take action based on alerts received and escalate if necessary.
- Answer the support line and assist when called upon.
- Communicate outages, via outage tool, teams, email, tickets, etc.



- Provide customer assistance with internet related requests and setups (internet, router, email connections. etc)
- Provide client assistance with the use of Vianet software and services.

EXPERIENCE / KNOWLEDGE REQUIRED:

- Post secondary studies in computers or networking preferred
- Previous graveyard shift experience is an asset
- Technical background is considered an asset
- Working knowledge of our network is an asset
- Bilingualism considered an asset
- Above average computer skills in MS Office, Word and Excel
- Knowledge of internet and related products
- Good data entry skills with a focus on accuracy
- Solid communicator both verbal and written
- Strong organizational skills with sound attention to detail
- Regular time and attendance is an essential job function
- Team player with a positive attitude and good work ethic
- Ability to work independently and efficiently with minimal supervision
- A clean background check with no prior offenses or convictions on record
- Excellent customer service, technical trouble shooting abilities and problem-solving skills
- Excellent time management skills with the ability to multi-task and prioritize work in a busy fast paced environment

HOURS OF WORK: 4X10 shift – Monday to Thursday 10:00pm to 8:00am

DATE POSTED: October 25th, 2023

LAST DATE TO APPLY: November 8th, 2023

HOW TO APPLY:

If this is a job opportunity you are interested in applying for yourself or have someone you would like to personally refer who has the appropriate background and qualifications, please submit a current resume via email to careers@corp.vianet.ca or by fax 705-222-2800 referencing “Overnight NOC Vacancy” in the subject line. We thank all applicants in advance for your interest in applying, however because of time constraints, only those under serious consideration will be contacted.

PLEASE FORWARD A RESUME BY EMAIL

careers@corp.vianet.ca