

**Title** Supervisor NROC

**Req ID** 2369BR

**Posting Location** KS NEW CENTURY KS 66031  
LA MONROE LA 71203

**Job Description** The primary responsibility of the Supervisor NROC is to manage the day-to-day operations. The Supervisor is the team coordinator and coach, providing direction for technical and individual growth matters. The supervisor is responsible for managing call flow, accepting second level escalations, drive LEC, center escalations, and repair / service issues. The supervisor participates in conference calls with customers, account teams, customer vendors and Qwest support teams to manage the quick resolution of impairments and outages to meet ticket management and service level agreements (SLA's). The Supervisor NROC is responsible for aligning resources to meet call management and trouble ticket management processes and objectives, scheduling and balancing shifts in accordance to force-to-load and workload balance reports, validating time reporting, and managing overtime. The supervisor works with customers to set alarm monitoring threshold measurements for auto-ticketing, customer notifications and special / exception handling requests. The supervisor works to build bridges with other support teams to manage customer expectations, SLA's made to field/regions, and meet team objectives.

Supervisor NROC will supervise teams within the NROC providing 7 x 24 x 365 support in many cases. These teams perform functions in the following areas:• Surveillance - network coverage (including monitoring all switching, trunking, and data networking equipment throughout the wireline, long distance, and CLEC business units),• Software and Hardware Support – acting as an initial point of contact for field personnel and equipment vendors (with specialization in certain areas and providing on-site help as needed),• Technical Support – in-depth traffic analysis, testing and acceptance of all switching network products that go on-line, organize all SS7 and class conversions, maintain and adjust the NSC support systems, and perform switch security,• Data Administration – perform “switch-side” translations support and perform “line-side” translations as needed, equal access translations, provide standardization of the network, provide templates for all trunking types, perform patch administration and patch level updates, update all carrier and code additions or expansions, assignment of ATM addresses, and ATM and DSL Provisioning.

Basic requirements:

Bachelor's Degree in Engineering or other related field or the equivalent in training and experience.

- 2) Minimum 5-7 years work experience in communication networks or the equivalent in training and experience.
- 3) Thorough understanding of switch translations, basic network configurations, and performance data.
- 4) Strong organizational and analytical skills.
- 5) Experience performing under emergency conditions and handling multiple tasks simultaneously with frequent interruptions.
- 6) Skilled in the use of operating personal computers utilizing Microsoft Word, Excel, Access, and Outlook programs.
- 7) Excellent verbal and written communications skills.
- 8) Experience communicating courteously and professionally with internal and external contacts, including various levels of staff and management.
- 9) Experience understanding and following technical instructions.

Preferred Knowledge

- 1) Telecommunications background and 7 years of Network Operations/Engineering experience.
- 2) Supervisory and leadership experience.
- 3) In-depth knowledge of central office switching and data architecture.
- 4) Advanced knowledge of macro language for Microsoft Excel and Word.
- 5) General computer programming skills.