



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/05

Core & Enterprise IP NOC Specialist

Job ID	280792-en_US-9245	
Web Address	https://careers.indigenous.link/viewjob?jobname=280792-en_US-9245	
Company	Rogers	
Location	Brampton, ON	
Date Posted	From: 2022-12-01	To: 2050-01-01
Job	Type: Full-time	Category: Telecommunications

Description

Our Digital & Technology team wakes up every day with one goal in mind – to connect Canadians to the people and things that matter most. Collectively, we're proud to support 30 million Canadians each month. We manage a robust portfolio that champions the leading edge of technology and media. We drive projects that expand connectivity to underserved communities from coast-to-coast-to-coast; build and enhance our fixed broadband network to provide high-speed Internet, TV and Smart Home Monitoring; and support our world class wireless network, offering our customers Canada's largest and most reliable 5G network. As the Digital & Technology team, we are building our tomorrow, today. Come play a key role in building the future of innovation in Canada, Let's make your possible. Do you enjoy working on high-scale, complex, and high visibility projects and programs? If yes, consider the following opportunity: Rogers is seeking a NOC Specialist, Core and Enterprise IP responsible for the Tier 3 Operations located in the epicentre of Rogers Core Networks. Reporting to the Manager of the Enterprise and Core Data NOC at the Rogers Park Brampton Campus, the main job function includes Incident Management of network events affecting Rogers customers and services. This position requires working in a 24x7 work environment, and that background checks are required as a condition of employment. What you will be doing: Analyzing complex incidents with advanced tools and cutting-edge technology; Developing and mapping out service level diagnostic workflows for logic in automation; Mapping out end to end service flows for detailed triage and diagnostics at an elevated troubleshooting thought process; Provide Tier 3 centralized operations for Rogers Core Data networks and services supporting residential and business customers 24X7X365; Working with advanced network telemetry to build KPI use cases for effective trend analysis; Lead incidents to resolution collaborating directly with the appropriate internal/external support groups, ensuring all customer and Network MTTR's and SLA's are met; Engaging in continuous improvement through change and incident forums; Monitor change control activities to ensure all planned network events are transparent as possible to the end customer; Requires holistic understanding of the Rogers network and a strong technical capability to assess impact to services and customers; Execute the Network Notification process to ensure communication of all Critical, Severe, or Major network customer impacting events and threats to appropriate stakeholders; Active on disaster recovery/pre-plan implementation and tabletop exercises; Develop and document any department procedures needed for troubleshooting. What you will bring: Degree in Electronics/Telecommunications or equivalent academic qualification; Experience in a Network Management environment is preferred including fault/performance management; Understanding and experience in a break/fix environment with GPON/DOCSIS 3.1, MPLS, BGP, OSPF, IS-IS; Comprehensive knowledge of servers, DNS, DHCP, and cloud computing with VMware; Extensive knowledge of routing and switching in multi-vendor environments; Cisco, Juniper, and Alcatel; Understanding of the fault/trouble management, notification and escalation processes is preferred; Experience with wireless networks and security is an

