

Network Operations Specialist Tier 2

REQ# 300798

Location: Sterling, VA

NeuStar's talented and diverse workforce combines deep subject matter expertise, broad industry knowledge and boundless ingenuity. Our employees are the reason why our company is quietly revolutionizing the way the world communicates. We believe in rewarding individuals for a job well done. This is one of the ways we attract and retain the most talented individuals. We offer our employees a highly competitive compensation package, and a very attractive benefits plan.

NOC Specialist Tier II will monitor all NeuStar systems and immediately alert appropriate group(s) on any unusual activity. Monitor and troubleshoot network issues. Turn up new customers on network level. Set up users in Radius and ACE. Troubleshoot the remote login issues for internal users, LTI customers and registrars. Add /modify / delete registrars from the Packeteer. Set up new and replacement SecureID tokens for the customers. In an event of an outage, co-ordinate various groups on the bridge and prepare a timeline for RCA purposes. In addition, this position works closely with the WAN team to maintain an accurate inventory of all MUC and router inventories for customer-facing gear.

Key Task:

- Monitor, troubleshoot, escalate and effectively communicate all issues for NeuStar equipment, applications and databases (30%)
- Ensure proper testing, provisioning and turn-up of customer circuits (20%)
- Coordinate/facilitate the gathering of information, troubleshooting and gathering the appropriate personnel to resolve priority issues affecting our customers; this includes timeline creation to be used in the RCA process (20 %)
- Set up users in Radius and ACE. Troubleshoot remote login issues for internal users, LTI customers and registrars; this includes setup of new and replacement SecureID (10 %)
- Turn up and troubleshoot customer connectivity (10%)
- Add /modify / delete registrars from the Packeteer (10 %)

Minimum Education/Experience:

Bachelor's degree or equivalent experience, preferred field of study: Computer Science.

Minimum 3 years work experience

Certifications: MCSE, CCNA, CCNP

Technical Skills:

- Strong customer service aptitude, analytical and troubleshooting skills
- Able to work shift hours. Working knowledge of HP-Openview, NetCool, Sun Solaris, Lunux BGP, T1, SNMP, Frame-Relay OSPF, etc.
- CCNA, CCNP, MCSE relevant skill sets; Windows environment, UNIX/LINUX, Siebel, NMS Tools, Oracle

NeuStar offers highly competitive wages and full benefits to all employees including, a matched 401(k), paid time off, full medical, vision and dental, tuition reimbursement, for details visit our website, www.neustar.biz.

Please e-mail your resume to recruitingone@neustar.biz and reference **Network Operations Specialist Tier 2 (WAN) Registry** REQ#300798.

NeuStar, Inc affords equal opportunity to all applicants for all positions without regard to race, color, religion, gender, national origin, age, disability, veteran status or any other status protected under local, state or federal laws.