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Network Operations Center Technician - Co-op-11000000AF

Description

Join the team that's transforming the way the world communicates.

With operations in 130 countries, Alcatel-Lucent is the first truly global communications solutions provider, offering the most complete end-to-end portfolio of solutions and services in the industry. Our passionate and experienced team converts challenges into opportunities in the areas of third-generation mobile networking, metro optical and packet, circuit-to-packet, broadband access, advanced network and professional services, and next-generation operations support systems.

The Services Business Group is the telecom industry's most experienced and knowledgeable services partner and includes more than 20,000 network experts supporting the world's largest service providers, offering broad and comprehensive professional services that encompass the entire network lifecycle -- Consult & Design, Integrate & Deploy, as well as Operate & Maintain. Currently, the **Services Business Group** has an opportunity for a **CO OP - Network Operations Center Technician** to join our Network Operations Delivery Organization within the North America Regional Support Center.

The Global Network Operations Center Technician is responsible for surveillance and evaluation of alarm and performance data from telecommunications and data networks of service providers contracting this company to perform these services. Services include, but are not limited to, support of fault management, configuration management, performance management, accounting management and security management operations within the service management, network management and element management layers of the TMN, FCAPS and/or eTOM models. This position will notify, escalate and coordinate some repair activities associated with information received from network management systems used to provide these services. The technician will also provide a level of customer service to Alcatel-Lucent's customers that is recognized to be above and beyond that provided by other vendors and clearly promotes Alcatel-Lucent as the number one solution for all of the customers' internet working needs. The technician will need to provide an exemplary level of service to customers that are internal to Alcatel-Lucent, deliver all internal customer needs with a clear sense of urgency, work towards limiting non-productive conflicts and/or activities within the work environment, achieve productive interactions with vendors that are providing products or services to Alcatel-Lucent, and holds a strong mutual respect with vendors for technical ability and professionalism.

Qualifications

- Candidates pursuing Bachelor's degree in Computer Science, Engineering, Telecommunications, Communications or other degree.

- Must have PC skills and be able to effectively use Microsoft Word, Excel and PowerPoint applications.
- Preferred candidate should have a basic understanding of the following technologies, protocols and/or certifications: TCP/IP, SONET, SDH, DWDM, GSM, Digital Telephony, VOIP, Remedy Trouble Ticket systems, CCNA, CCNP, Microwave and/or Optical Transport, 3G Wireless, SS&, A+
- Strong communications, analytical, technical, and interpersonal skills along with the ability to interact effectively at all levels.
- Must be willing to work some days, evenings, weekends and holidays as needed for 24x7 coverage of the center.

Primary Location

United States-Texas-Plano

Schedule

Full-time