

MDNS Technical Support Representative Tier 1

REQ#300531

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.

Job Purpose:

As part of the Neustar Ultra Services Support Department, the Technical Support/NOC Representative will be an integral part of the support process for Ultra Services customers and account executives along with assisting the 24 x 7 monitoring of our global production network. The Neustar Ultra Services Technical Support/NOC Representative will be responsible for assisting our customers via phone and e-mail with questions regarding our products, DNS, and their direct configuration with our products. The representative will also be responsible for the process of escalation within Support as well as escalating Network Operations tickets internally to resolve any issues through our helpdesk system.

Key Tasks:

- Responsible for primary assistance of Tier 1 Technical Support/NOC representatives with customer support/network operations tickets.
- Managing process of escalation within organization in accordance with Tier 1 Technical Support.
- Develop and lead implementation processes for product solutions defined by the Neustar Ultra Services Marketing department.
- Lead and coordinate helpdesk activities to increase the effectiveness of the support department and to maintain the established department goals.

Technical Skills:

- Previous experience with ticketing and helpdesk software including escalation assignments.
- Significant experience with DNS, DHCP, TCP/IP, BGP, FTP.

Education/Requirements:

- BA Degree in Computer Science or equivalent experience with a specific focus on the Internet and Customer Support.
- Two years of customer support/helpdesk management.
- Two years of network operations center management.
- Three years of customer support experience via phone and e-mail.
- Analytical and problem solving skills.
- Excellent oral and written communication skills.
- Ability to multitask and managed independent projects.
- Previous experience with ticketing and helpdesk software including escalation assignments.

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 MDNS Technical Support Representative_ Sterling REQ#300531.

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.