

# Network Operations Specialist Tier 1 REQ#300540

**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:**

- Monitor all NeuStar systems and immediately alert to appropriate group any unusual activity.
- Monitor and troubleshoot network issues.
- Turn up new customers on network level.
- Setup users in Radius and ACE.
- Troubleshoot the remote login issues of internal users, LTI customers and registrars. Add/modify/delete registrars from the Packeteer.
- Setup new and replacement secure ID tokens for NeuStar customers.
- In the event of an outage, co-ordinate various groups on the conference bridge and prepare a timeline for RCA purposes.

## **Key Tasks:**

- Monitor, troubleshoot, escalate and effectively communicate all issues for NeuStar equipment, applications and databases. (50%)
- Coordinate/facilitate the gathering of information, troubleshooting and gathering the appropriate personnel to resolve priority issues affecting NeuStar customers. This includes timeline creation to be used in the RCA process. (20%)
- Set up users in Radium and ACE. Troubleshoot the remote login for internal users, LTI customers and registrars. This includes setup of new and replacement security IDs. (10%)
- Turn up and troubleshoot customer connectivity. (10%)
- Add/modify/delete registrars in the Packeteer. (10%)
- Able to work shift hours.

## **Technical Skills:**

- Strong customer service aptitude, analytical and troubleshooting skills.
- Working knowledge of HP-Openview, NetCool, Sun Solaris, LINUXBGP, T1, SNMP, Frame-Relay OSPF, etc.
- IT Skills: CCNA, CCNP, MCSE relevant skill sets.
- Must be able and willing to provide 24x7x365 Network Operations support.

**Education/Requirements:**

- Minimum 3 years' work experience.
- Bachelor's degree or equivalent experience.
- Preferred field of study: Information Systems.
- Certification/licenses in Cisco/CCNA a plus.

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](http://www.neustar.biz).

Please e-mail your resume to [recruitingone@neustar.biz](mailto:recruitingone@neustar.biz) and reference Network Operations Specialist Tier 1 REQ#300540.

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