



**Consider yourself an out-of-the-box thinker who likes to wear many hats?  
Seeking a small company environment with BIG company benefits?  
Interested in a challenging and rewarding career?**

**If so, your opportunity is knocking!**

Headquartered in Ashburn, Virginia, Marshall Communications Corporation is proud to be a leader in secure broadband satellite and IP multimedia services. We specialize in delivering value-added, end-to-end integrated satellite based telecommunications systems. Our goal is to provide the highest quality products and services at the most competitive prices. Due to growth, we are seeking a highly motivated and experienced Network Operation Center (NOC) / Help Desk Technician to join our talented team of professionals!

## **Lead Network Operation Center (NOC) Technician**

In this role, we will rely on your out-of-the-box thinking and self-motivated personality to work as a team member, lead, manage and follow thru with the following responsibilities:

- IVT (Satellite Broadcast) Customer Related Helpdesk Activities
  - Log all Phone Calls Received (by whom, date, time and phone number)
  - Issues reported directly to Customer Service/Dispatch
  - Create Track-It tickets; maintain up-to-date "next step" analysis for those tickets; analyze and correct problems with remote equipment and services
  - Provide and document trouble shooting support (Tier 1, 2 and 3) to customers
- IVT Network Related Activities
  - Log all Network incidents (by date, time and resolutions)
  - Interfacing with the personnel of the Production Studio on any Uplink issues
  - Conduct quarterly remote site courtesy calls to inquire about IVT service satisfaction
  - Monitor WhatsUp Gold activities on a daily basis
  - Monitor and display the Remote RF Spectrum Analyzer on a daily bases
- Other (non-IVT) Activities
  - Log all Phone Calls for support of any MARSHALL customer (Digital Signage, VSAT, DVB-RCS, etc.)
  - Produce and distribute Daily NOC Activity Reports
  - Project Management skills, a plus
  - Coordinate activities with the Systems Integration group
  - Coordinate activities with the Sales Group (Customer Service)
  - Hardware integration and testing
  - Information Assurance application/testing, a plus

### **Qualifications:**

Candidates should possess the knowledge of/understanding of: TCP/IP protocol, commercial-off-the-shelf (COTS) technology applications and services, routing and switch configuration with standard and proprietary protocols, routing and switch protocols on Cisco and non-Cisco network equipment, VSAT background in DoD and commercial environments with Ku, Ka, C, and X bands, troubleshooting tools with both software and hardware specialized devices, highly proficient with MS Office Suite, Visio and MS Project, willing and able to travel up to 15% of time to CONUS locations.

Ideal candidates will possess a Bachelor's degree plus 3 years relevant work experience or 6+ years of direct, relevant, applicable industry experience. Familiarity with the satellite communications industry is desirable. U.S. Citizenship required.

**Compensation:**

Salary commensurate with education and experience

**Benefits:**

We offer a competitive pay in addition to:

- Paid time off
- Medical, dental and vision benefits effective day one
- 401(k) with Company matching
- Future growth opportunities and movement within company
- Exciting, challenging and family-oriented work environment!

**To Apply:**

Please visit our website, <http://www.marshallcomm.com/OnlineApplication/>.