



MARSHALL COMMUNICATIONS

“We do more than satellite communications...”

**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!

Network Operation Center (NOC) / Help Desk 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:

- Provide excellent customer service and timely updates to the satellite service subscribers and internal customers.
- Previous experience working within a Network Operations Center or Call Center
- Knowledge of satellite network operations
- Ability to diagnose and/or escalate all issues to ensure quick resolution and client satisfaction
- Ability to document and track all reported issues utilizing trouble tickets
- Knowledge of a trouble ticketing system (HP Openview, Remedy, etc.)
- Ability to troubleshoot and adhere to procedures for resolving configuration and A/V problems and accurately documenting all issues and resolutions
- Demonstrate excellent communication skills (verbal and written) with external clients and internal customers

Qualifications:

Candidates should possess the knowledge of/understanding of: satellite network operations, Microsoft Office Suite, excellent organizational skills, exceptional customer service skills,

Ideal candidates will possess an Associate's degree plus 3 years relevant work experience in a similar environment. GSA and Government contract experience is mandatory. DCAA experience is a plus. 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/>.