



Position Description – NOC Technician January 2025

I. Overview:

Mediatti Broadband Communications, Inc. (“MBC” or the “Company”) is the on-base High-Speed Internet and high-definition (HD) Digital Cable TV provider to U.S. Military members and dependents in Okinawa, Japan. MBC provides residential and non-residential HD digital cable TV and Internet services using wired and wireless DOCSIS cable modems, and fiber-to-the-premise technologies. The MBC's mission is to improve the quality of life for its customers by connecting them to family, friends, information, and entertainment through High-Speed Internet and HD Digital Cable TV with excellent customer service. The MBC vision is to always be the preferred service provider for Internet and cable TV by building and sustaining the most reliable network, creating loyal customer relationships, and delivering on every promise.

II. Description:

MBC's Network Operation Center (“NOC”) Technician (“NOC Technician”) plays a critical role in ensuring the uninterrupted performance of the MBC Network. The NOC Technician is a technical and customer-focused member of the Company who executes, in a proactive, hands-on role, the operation, monitoring, maintenance, and repair of the MBC Core Network. The NOC Technician must have the ability to execute in a fast-paced environment and a commitment to ensure the stability, integrity, and efficient operation of the Core Network.

III. Ideal Candidate:

MBC's ideal candidate must be highly motivated and have a positive attitude. They must also be a self-starter who can complete tasks with little or no supervision or oversight. The candidate must be a team player who aligns with MBC's core values. In addition, the candidate must meet the technical requirements and agree with the responsibilities.

IV. Responsibilities:

The Core Network consists of equipment installed at the MBC Network Operations Center (NOC), third-party data centers, Dial Central Offices (DCO), MBC offices, and end-user locations. The Core Network equipment includes but is not limited to Core Edge Routers, Cable Modem Termination Systems, SNMP Network Management Systems (NMS), Application Layer Firewalls, Remote Access Virtual Private Network (VPN), video reception, video modulation, video combining, content Caching Servers, switches, routers,

UPS, Commercial Grade Managed Access Points, Access Point Controllers, Office Systems, Linux and Windows Operating systems, O365 Tenant, standby generators and environmental control systems. The Core Network includes managing wide area and local area networks and private and public IP addresses.

1. Core Network Construction: The NOC Technician, working under the direction of Management, assists in the installation, configuration, and deployment of Core Network devices.
2. Core Network Operation and Monitoring: Working proactively, the NOC Technician recognizes that any failure in the Core Network results in a service interruption to end users that conflicts with the Company's Mission and Vision. The NOC Technician is tasked with developing best-of-class operations and monitoring to avoid service interruptions in Core Network devices, including working with vendors to manage scheduled hardware, firmware, and software upgrades.
3. Core Network Repair and Incident Response. When issues arise, the NOC Technician is primarily responsible for responding to alerts, identifying the problem, and working proactively to make necessary repairs to restore services promptly. The NOC Technician ensures minimal downtime while managing internal and external communications, keeping vendors, MBC staff, and customers informed.
4. Escalation: Escalate complex issues to higher-tiered support, including the NOC Engineer, VP of Engineering, Management, and vendor partners, following established protocols to ensure timely problem resolution.
5. Incident Reporting: Following all Core Network incidents, the NOC Technician maintains the incident log and provides a detailed after-action report to Management, including a summary of the incident, the resolution, and recommendations to avoid future interruptions.
6. Core Network Documentation: Maintain accurate and up-to-date detailed records of the as-built Core Network, configurations, maintenance, repairs, and incidents.
7. Core Network Security: Participate in security-related tasks, such as firewall rules, system EDR management, reviewing security logs, and implementing access controls.
8. On-Call Support: Although being contacted outside of working hours is not common, while on call, the NOC Technician is expected to acknowledge and respond to critical incidents within a reasonable timeframe. All team members participate in on-call rotations to provide support for Core Network-related issues.
9. The NOC Technician is responsible for the configuration management and backups of multivendor and 3rd party Core Networks and critical business systems

10. Development and presentation of daily system status reports to Management. These reports provide key indicators of the performance of the Core Network equipment.
11. Management and configuration of the Company's PCs, laptops, telephony, and multi-function printers used for MBC business operations—oversight of software licensing and proactive security measures to protect data.
12. Perform all duties executing the Company's Mission and Vision consistent with MBC policies, procedures, quality, safety standards, customer needs, and applicable franchise and regulatory requirements.
13. Perform those other reasonable duties as assigned or directed by Management

V. Qualifications and Requirements:

1. Bachelor's degree in Computer Science, Information Technology, a related field, or equivalent training and work experience.
2. Possession of a relevant technical industry certification such as Cisco Certified Network Associate (CCNA), Red Hat Enterprise Linux (RHEL), Microsoft 365, Juniper Networks Certified Internet Associate (JNCIA), Arista Certified Engineering Associate (ACE-A) or similar
3. Understanding of networking concepts and protocols (TCP/IP, DNS, DHCP)
4. Understanding of Routing Protocols (OSPF, EIGRP and BGP)
5. Understanding of layer one construction and cabling standards for copper, data, and fiber installation and termination
6. Experience in, or demonstrated knowledge of, the Cable Television and Internet industry
7. Work experience in core network routing, IP addressing, subnetting, DNS, VLANs, Layer 2 switching, Layer 3 routing, local area and wide area network management.
8. Strong English language written, verbal, and interpersonal communication skills
9. Exceptional writing and organization skills to develop standard operating procedures for daily and periodic duties and emergent situations.
10. Accuracy and attention to detail required
11. Technical aptitude with an ability to understand and communicate complex issues to customers or other audiences with various levels of knowledge
12. Ability to work hours outside of normally scheduled shifts with little or no advance notice required
13. Ability to read, interpret, understand, and follow English language documents such as safety rules, operating, maintenance, procedural, and technical manuals and, train other personnel on such procedures, and ensure adherence to the same policies.
14. Ability to apply common sense understanding to carry out English-based instructions furnished in written, oral, or diagram form
15. Ability to resolve problems under pressure involving several concrete variables in standardized situations

16. Ability to possess a valid SOFA or Japanese driver's license with a clean driving record to operate Company owned Y plated vehicles
17. Ability to climb, crawl, and work in limited access locations like crawl spaces, ducts, attics, or heights on towers, ladders, or roofs.
18. Ability to adhere to industry-based safety standards for all work sites in all weather conditions.
19. Ability to complete tasks with little or no direct supervision, working essentially alone under tight deadlines
20. Strong proven experience in Microsoft Office Applications (word, excel, PowerPoint, etc.)
21. Ability to use network design software (Visio)
22. Ability to lift and carry up to 50 pounds
23. Hand and finger dexterity is needed to use power tools, install equipment, and conduct complex network wiring, including fiber optics, structured cabling, coaxial, and electrical wiring.
24. Hand and finger dexterity to operate a computer and general office equipment

VI. Additional Notes:

MBC reaffirms its commitment to providing equal opportunities for employment and advancement to qualified employees and applicants. Individuals will be considered for positions for which they meet the minimum qualifications and can perform without regard to race, color, gender, age, religion, disability, national origin, veteran status, sexual orientation, gender identity, current unemployment status, or any other basis protected by federal, state or local laws.