

Panasonic

Panasonic Avionics Corporation

Department	ITC Global, Operations, NOC Team, Sion, Switzerland		
Job Title	NOC Technician	Job Code	
FLSA Status	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt		

JOB SUMMARY

Part of the Panasonic family, ITC Global offers global-scale presence and local on-site support. We specialize in satellite-based communications for industrial operations in extreme environments, including deep-water energy exploration, remote mining and transoceanic shipping. Today ITC Global is the number one provider of satellite communications networks to the mining industry and among the top three providers to the oil and gas industry.

We are currently looking for a NOC Technician to support our customers and growing international business at our operations centre in Sion, Switzerland.

The primary function of the NOC Technician is to provide real-time service and user support for VSAT Customers in the Energy, Mining, and Maritime industries that use our remote-based technology systems. The NOC technician monitors and manages the IT infrastructure and proactively addresses network issues as they are discovered not waiting for notification by the client. As needed, he/she performs troubleshooting, escalates problems when appropriate and communicates service interruption information.

To be successful in this role, the candidate must be able to resolve quickly Tier 1 issues with the client in a high quality manner, or if needed be able to escalate issues to Tier 2 as deemed appropriate and in an efficient manner.

MAJOR RESPONSIBILITIES	% OF TIME
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<p>Providing customer technical service</p> <ul style="list-style-type: none"> • Attending customer demands, via telephone and email, • Assisting customers with technical support by identifying, troubleshooting and resolving gateway problems • Coordinating planned interventions with customers. • Coordinating and supporting internal and external remote field technicians when performing • Documenting and reporting internally and to customers. <p>Monitoring and maintaining the network (tier 1)</p> <ul style="list-style-type: none"> • Monitoring the network and detecting anomalies preventively. • Responding to alerts/alarms according to standard operating procedures. • Reporting incident status to customers. • Escalating incidents to tier 2 (Network Team / Building Team) and tier 3 (management). • Conducting periodic reviews to test the quality of service and reporting to customers. • Carrying out duty service (piquet) as requested outside office hours. • Opening, updating and closing trouble tickets. • Documenting and reporting internally and to customers. <p>Commissioning new services</p> <ul style="list-style-type: none"> • Planning and arranging all logistic details to commission new services. • Conducting validation tests to ensure the proper function of the new services. • Assisting customers during new services commissioning. 	<p>25</p> <p>40</p> <p>25</p>
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<ul style="list-style-type: none"> Documenting and reporting internally and to customers. <p>Ensuring compliance with the requirements and procedures of the HSE MS.</p> <ul style="list-style-type: none"> Conducting, attending and actively participating in safety and safety toolbox meetings as required. Reporting incidents and hazards. Facilitating/conducting risk assessments (JHAs). Participating in incident investigations. Participating in safety training courses as required. Displaying positive safety leadership and complying with the safety duty of care provisions of the legislation 			10
KNOWLEDGE/SKILL REQUIREMENTS			
<p>Technical</p> <ul style="list-style-type: none"> Advanced computer skills in Microsoft Office suite. Experience in Trouble Ticket Systems is preferred Knowledge in IP routing, switching, security and VOIP is preferred. Satellite communications knowledge <p>Behavioral:</p> <ul style="list-style-type: none"> Good understanding of cultural sensitivities in the areas of work Exceptional customer service skills driven to exceed customer expectations. Detail oriented individual with proven ability to prioritize and complete multiple tasks concurrently and within deadlines. Ability to offer creative solutions and resourceful problem solving skills. Energetic self-starter with the ability to work in a fast-paced environment. Must have flexibility of working extended hours, weekends, holidays, on call and in remote and harsh environments. In addition to independent qualities, the ability to work well as part of a regional/global and virtual teams across multiple geographies/vertical markets. Well organized, effective written, verbal and presentation skills. Flexible work hours to support the department as needed. <p>Languages: Fluent French and English</p>			
EDUCATION/EXPERIENCE REQUIREMENTS			
<ul style="list-style-type: none"> Recognized technical qualification or relevant experience: Secondary school + 3 to 4 years Apprenticeship in Electronics, Mediamatics, IT or technical subject Certifications process achieved or well under way. Cisco training – CCNA qualifications preferred. ... 			
OTHER REQUIREMENTS			
<ul style="list-style-type: none"> To work in multiple shifts as may be required in the future. 			
WRITTEN BY	BEAT ZAHNO	DATE	February 23, 2017
HR APPROVAL	JOSEPH NOONE	DATE	February 23, 2017