

Teleport Operator Description Summary

Position Title Teleport Operator	Reports to (Title) NOC Manager	Approved by
Division LBiSat	Department NOC	Location Utah
Non-Exempt Permanent Full-Time		Compensation Scale

Position Duties

Handle incoming customer calls & offer diagnostic services to determine the nature of the service issue

- Provide technical assistance with proprietary VSAT technologies
- Assist customers with technical support for installations and service interruptions
- Support customers with RMA or purchase when hardware replacement is required
- Assist with the customer commissioning process
- Responsible for researching and resolving complaints to ensure customer retention and satisfaction

Proactively monitor equipment & networks to ensure reliability of service

- Take equipment readings including manual monitoring of receive & transmit signal levels
- Performs pro-active monitoring of network elements alarms and alerts to identify, those components/elements that may lead to or already are causing network degradation or failure and use service ticket system to document/update issues
- Configure VSAT equipment including testing modems, etc.
- Interfaces with functional users as well as remote operations centers in both routine and reactive, monitoring situations
- Maintains logs and records associated with reported problems or situations.
- Performs, fault isolation and diagnostic/assessment functions to include determination and execution of corrective action(s) on, real-time basis

Work with Satellite Technicians on customer field installations & repairs

- Perform cross polarizations independently & with satellite operators
- Ensure correct configurations
- Perform diagnostic services for both indoor & outdoor equipment
- Recommend adjustments

Receive incoming emergency services telephone calls

- Determine customer requirements, begin work order & assign for processing

Preferred Unique Knowledge & Skills

- Technical knowledge of transmission, broadcasting, switching, control & operation of telecommunication systems
- Troubleshooting abilities in order to determine operation error & ability to make sound decisions to correct problems in a timely manner
- Good deductive reasoning skills including the ability to apply general rules to specific problems to derive logical answers involving deciding if resolution is reasonable
- Strong ability to communicate well with clients
- Comprehension of satellite design & telecommunications theory
- Comprehension of IP addressing, subnetting and routing
- Ability to work independently as well as on a team
- Ability to perform physically difficult tasks
- Ability to work varied hours
- Advanced reading, writing skills & ability to follow pictures & diagrams
- Excellent eyesight, manual dexterity & ability to carry out complex, repetitive tasks quickly & methodically
- Good communication skills, excellent work ethic, dependability & able to efficiently follow oral & written instructions with supervision
- 1 to 2 years Vocational training in a related field
- Must be able to obtain a US secret security clearance or higher

Please email resumes to mitch@lbiat.com & rusty@lbiat.com.