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# Example of Network Operations Job Description

Our growing company is looking to fill the role of network operations. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for network operations

* Create ad-hoc reports by gathering information from various sources
* Attend cross-functional team meetings
* Maintain key performance indicator for the Customer Operations team
* Perform accurate data entry and database management when handling programming for each network brand, related promotional material, commercial inventory
* Troubleshoot technical and operational discrepancies and provide timely corrective measures to remedy issues prior to air
* Ensure that network problems are resolved quickly and effectively
* Ensure that the staff has access to and training on appropriate tools to perform their job effectively
* Work with internal groups, vendors, and carriers to resolve of network problems
* Work with other internal groups to create procedures that ensure a high level of customer service while exceeding SLAs and SLOs
* Ensure staffing levels to provide 24x7x365 coverage

## Qualifications for network operations

* Cisco or Palo Alto certification or equivalent work experience
* Experience with Palo Alto Firewall and voice a plus
* Strong knowledge of how to interact with external, , internal clients for the purpose of data gathering and service delivery
* Post-secondary education in computer sciences or networking would be an asset
* Experience in Fluke diagnostics equipment would be an asset
* Experience with various hosting ISP’s