



# Example of Network Controller Job Description

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Our innovative and growing company is looking for a network controller. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for network controller

- Create, maintain and update operational documents to include procedures, trouble tickets, metrics, signal flow diagrams, cable logs, rack elevation drawings and reports
  - Meet and/or exceed the requirements specified in Service Level Agreements (SLAs)
  - Ensure the successful implementation, integration, monitoring, management, suspension and termination of services as required
  - Performs all tasks and duties required to successfully capture and facilitate the reporting processes for internal and external interfaces per defined standards
  - Provides Level-I and/or Level II network support and escalates to obtain additional Level-III support when required
  - Must detect anomalies
  - Must be an independent problem solver, making fact-based decisions
  - Manage events using established procedures with the goal of meeting or exceeding all Service Level Agreements (SLA)
  - The NOC operator is responsible for monitoring all satellite, ground and terrestrial network elements to assure mission critical traffic and customer connections are operational with minimal degradation or outages as specified in Service Level Agreements (SLA) documents
  - Developing and maintaining software code and integrating software into a fully functional safety critical control system
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- Being able to build high performance teams of professionals
- At least 3 years experience in satellite communications, RF engineering or teleport operations
- Good understanding of satellite communications involving broadcast video and occasional use services
- Self motivated team player with good organizational and time management skills that is able to work unsupervised in a (24x7x365) multi-cultural, international shift environment under severe pressure and stress
- Three (3) or more years of technical support experience in telecommunication or computer networking required
- Good understanding of satellite communication and IP Networking