



Title: Carrier Operations Noc Team Member

Location: Newark, New Jersey

Position Description:

As a member of the IDT Carrier Support Team, you will investigate and resolve trouble tickets related to carrier voice services.

- Assisting IDT's wholesale customers via phone, email, portal, etc.
- Escalate issues within IDT appropriately and professionally
- Open trouble tickets with IDT's carriers and follow up to get resolution.
- Use proprietary software tools to investigate telecommunications issues related to call routing - for example, analyzing call records (CDR's) and call signaling (SIP and SS7), completion and voice quality statistics, etc.
- Communicating issue status to our internal and external stakeholders. You will work closely with the Sales Team to handle escalations and to make sure they are updated on our progress.

Working hours:

Hours are Sunday-Thursday 11:00 AM to 7:00PM EST, with the ability to do rotation to cover weekend shifts.

Qualifications:

Excellent analytical skills, ability to organize and interpret data to quickly solve operational and technical problems

Ideally, at least 2 years of experience working in a telecommunications or similar Network Operations center.

Candidates with analytical or technical training in lieu of the above experience will be considered.

Excellent written and verbal communications skills a must

Proficient in MS Office applications, especially Excel.

Motivated, can-do work attitude, thrives working in a team environment, driven to provide a level of service that keeps customers satisfied

Carrier Support is a 24 X 7 global operation, and all team members must be flexible to adjust work schedules to allow coverage for weekends and holidays.

Foreign languages a plus

To apply for this position, please e-mail your resume to susan.nankivell@idt.net.