



## **Network Operation Centre (NOC) Support Specialist**

### **The Company:**

OZ Communications, the leading developer of mobile IM and Email Solutions, empowers consumers to stay connected with mobile IM and email solutions that provide users with a seamless and always-on mobile messaging experience. Working with the leading mobile operators, portals/ISPs and handset manufacturers, OZ delivers innovative and standards-based solutions that provide rich and fully integrated messaging experiences which

We are currently seeking highly motivated and enthusiastic candidates to work as a Network Operation Centre Support Specialist within our Operation Team.

This position is located at OZ's headquarters in downtown Montreal.

**This position entails rotational shift work including 12 hour and weekend shifts.**

### **Responsibilities:**

- Monitor production and pre-production systems using automated and manual tools.
- Identify and respond to incidents: qualify the impact and urgency of an incident, notify customer, troubleshoot and apply fix, escalate, prioritize between incidents, report incidents.
- Assist deployment primes and carrier companies during upgrade and troubleshooting activities.
- Assist in the implementation and testing of new services and platforms.

### **Qualifications and Skills:**

- Bachelor's degree in Engineering, Computer Science or the equivalent.
- Minimum two years' experience in a related environment.
- Good hands-on knowledge of UNIX systems (preferably Linux or Solaris).
- Familiarity with J2EE environments and JAVA programming.
- Strong command of the English language. Spoken French.
- Knowledge of networking, troubleshooting at IP level.
- Demonstrated system troubleshooting skills.
- Cellular work experience would be an asset.
- Team player along with the ability to work in a stand-alone capacity.

OZ is an equal opportunity employer.

Please submit your resume in Word format directly at: [mtl.jobs@oz.com](mailto:mtl.jobs@oz.com)

Your candidacy will be treated confidentially.

We would like to thank all applicants, however, only those selected will be contacted.

No telephone calls please.