



**Title:** Manager, NYC NOC Operations

**Reporting To:** VP, Operations

**Location:** New York, NY

The Switch provides a global platform for the production and distribution of live video. The company offers a scalable broadcast production and transmission platform that puts control exactly where the customer needs it: in their facilities, at The Switch or both. The Switch connects over 800 of the world's largest content producers and distributors to professional sports, news and entertainment venues and provides a unique meet-me point for seamlessly connecting media outlets, streaming platforms and web services. Learn more about us at: [www.theswitch.tv](http://www.theswitch.tv).

The Switch is seeking an experienced Manager, NYC NOC Operations to contribute to the growth and success of our Company.

**Principal Responsibilities:**

- Oversee daily activities in the NYC NOC and related staff.
- Provide direction and supervision to a 24/7 NOC team.
- Provide direct escalation support to the NOC for daily, weekly, and special event requirements.
- Coordinate NOC personnel to ensure appropriate staffing and scheduling, accessibility for continuous operation of mission critical production network and systems 24/7.
- Review daily shift logs, track lifecycle of discrepancy reports through closure to ensure proper resolution. Prepare and post the weekly schedule and review and approve timecards in the online time-tracking portal.
- Lead training, planning, assigning, direction of work, addressing complaints, and resolving problems while sharing expertise with others.
- Evaluate, develop, and deploy new processes and policies to increase employee production and efficiencies.
- Manage and mentor NOC team for growth and opportunities.
- Manage difficult or emotional customer situations; respond promptly to customer needs; respond to requests for service and assistance; meets commitments.
- Diagnose and problem solve all aspects of the DTM Network, and local circuits, trunks, video and ethernet services to ensure highest quality of service and resolution in a timely manner.
- Liaise with intercompany department heads to ensure performance of all network operating systems is optimal.
- As required place orders and route higher level services for customers.
- Research, propose, prototype, specify and deploy remote monitoring systems for work at home solutions that support the DTM Network and IP Based Distribution customers.
- Responsible for primary point of contact/escalation for all technology/maintenance issues and problems at the NYC NOC.
- Administer NYC NOC building /security access and facility maintenance as needed.

- Manage NYC NOC maintenance needs and tasks while maintaining strong relationships with our maintenance and related building vendors.
- Develop strategies and tactics for improving operation efficiencies while improving service levels, employee retention and operational costs.
- Troubleshoot issues and provide technical support.
- The ideal candidate will have experience providing support in a fast paced, high energy, 24/7 environment.

**Required Skills:**

- Bachelor's Degree preferred
- 5+ years prior experience managing 24/7 NOC and operations team/facility
- Strong experience in customer facing, 24/7, mission critical services
- In-depth industry knowledge
- Meticulous attention to detail, time management and appropriate follow-up skills
- Strong written & verbal communication skills and the ability to think critically and work independently
- Ability to thrive in a fast paced & challenging environment
- Working knowledge of Net Insight MSR transport platform and IP/MPLS networks
- Experience with Cloud based solutions, and methods for application standup and deployment of distribution technologies using CDN or similar platforms
- Competitive, self-driven, self-motivated, goal oriented and confident individual
- Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan

**Schedule/Compensation:**

- Full-time
- Competitive compensation and benefits package