

Network Operations Analyst

textnow

Phone :
Web :

Job Summary

Vacancy :
Deadline : Sep 08, 2024
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Employment Status : Remote
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

We believe communication belongs to everyone. We exist to democratize phone service. TextNow is evolving the way the world connects and that's because we're made up of people with curious minds who bring an optimistic, yet critical lens into the work we do. We're the largest provider of free phone service in the nation. And we're just getting started.

Join us in our mission to break down barriers to communication and free the flow of conversation for people everywhere.

We are seeking a highly skilled and motivated Network Operations Analyst to join our backend messaging & calling team. This role is essential for maintaining the stability and reliability of the calling & messaging services used by millions of people every day. The ideal candidate will be adept at utilizing a variety of vendor tools and internal monitoring systems to diagnose and resolve issues with our call & message experiences, handle escalations from customer support, and develop proactive solutions to common issues impacting our customers. Additionally, the successful candidate will work closely with engineers to develop and enhance observability tools, ensuring comprehensive monitoring and health insights for our systems.

What You'll Do

• Issue Resolution:

- Manage and resolve escalations from customer support by using a range of vendor tools and internal monitoring systems.
- Perform detailed diagnostics to identify the root cause of issues, ensuring timely and effective resolution to maintain service reliability and customer satisfaction.

• Troubleshooting:

- Diagnose and report issues related to both our API and frontend application.
- Utilize strong analytical skills to pinpoint and document the specifics of problems, enabling quick and efficient solutions.

• Monitoring & Observability:

- Employ cloud monitoring services, such as DataDog, to continuously track the health and performance of our systems.
- Collaborate with engineers to design and implement advanced observability tools, providing comprehensive insights into system health and facilitating proactive issue detection and resolution.

• Vendor Coordination:

- Handle escalations from our vendor partners by creating and managing tickets in their respective portals.
- Ensure thorough reporting of issues and persistent follow-through to resolution, maintaining strong vendor relationships and high operational standards.

• Cross-Team Collaboration:

- Work in close coordination with the trust and safety team to investigate and resolve escalations, ensuring secure and reliable operations.
- Foster strong communication channels across teams to address issues efficiently and collaboratively.

• Development Collaboration:

- Partner with the development team to identify, troubleshoot, and resolve complex issues impacting the backend messaging and calling systems.
- Provide detailed diagnostic information and support to developers, facilitating quick and effective resolution of critical problems.

• Documentation & Reporting:

- Maintain comprehensive and detailed records of issues, resolutions, and system health metrics.
- Generate regular reports for management, offering insights into system performance and highlighting areas for improvement.

Who You Are

• Education:

- Bachelor's degree in Computer Science, Information Technology, or a related field, or equivalent work experience.

• Experience:

- Proven experience in network operations, system administration, or a similar role, demonstrating a strong background in maintaining and troubleshooting complex systems.
- Familiarity with troubleshooting RESTful and gRPC APIs, showcasing the ability to diagnose and resolve API-related issues effectively.
- Hands-on experience with cloud monitoring services such as DataDog, highlighting proficiency in utilizing these tools for system monitoring and issue resolution.
- Proficiency in SQL, Excel, Elastic Search.
- Experience analysing large volumes of data to uncover issues and trends.
- Experience using tools like HOMER/heplify, tcpdump, Postman, curl, etc.

• Skills:

- Strong problem-solving and analytical skills, with a keen ability to diagnose complex issues and develop effective solutions.
- Excellent communication and collaboration abilities, enabling effective interaction with various teams and stakeholders.
- Ability to manage multiple tasks and prioritize effectively, ensuring timely and efficient resolution of issues in a fast-paced environment.
- Strong understanding of IP networking principles and practices.

• Preferred Experience:

- Experience in telecommunications or a similar industry, demonstrating an understanding of the unique challenges and requirements of this sector.
- Knowledge of backend systems, networking and telecommunication protocols like SIP, SMPP, MMS or RCS, highlighting expertise in managing and troubleshooting messaging or calling systems.
- Familiarity with VoIP systems, showcasing an understanding of the technical aspects and operational requirements of voice over IP technologies.
- Proficiency in scripting languages like Python, etc.
- Prior experience with telecom, i.e. calling and messaging

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
