



Position Title: Networks Operations Center, Supervisor

Department: Operations and Engineering

Reports to (titles): Manager Network Operations

Manages (titles): NOC Controllers

FLSA: Exempt

Location: Virginia

Position Overview: The Network Operations Center (NOC) Supervisor staffs and trains the NOC employees for 24x7 coverage and supervises the NOC team. He/she is directly responsible for ensuring the Core180 Network is being monitored 7X24 and trouble ticketing management

Key Responsibilities:

- Identifies areas for improvement within the NOC environment and recommends enhancements for implementation.
- Manages the selection, training, development and performance of staff.
- Ensures staff is properly trained on all network equipment and tools and standards are communicated.
- Monitors Core180's network and communicates any potential outages and other problems to Senior Manager NOC if there are potential business continuity issues.
- Keeps NOC staff informed.
- Ensures the NOC is properly staffed in order to maintain 24x7 coverage.
- Acts as the first point of contact during service impacting events
- Ensure methods, procedures and policies are available and in effect for all NOC staff.
- Other relevant duties as assigned by management.

Experience/Education/Qualifications:

- 2+ years supervising of technical staff
- 5+ years NOC experience in a telecommunications environment
- Preferred certifications CISCO, CCNP, CCIP, CCSP, CCVP (at least one),
- Bachelor's degree preferred
- OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Physical Requirements and Environmental Conditions: Operations, Travel Required

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Position Title:	Circuit Provisioner
Department:	Operations and Engineering
Reports to (titles):	Director, Service Delivery
Manages (titles):	---
FLSA:	Exempt
Location:	Virginia

Position Overview: The Circuit Provisioner monitors the circuit delivery process related to installation, and maintenance of dedicated circuits. The Circuit Provisioner monitors orders placed and received for completeness and accuracy.

Key Responsibilities:

- Maintains order information in an accurate web-based database.
- Manages customer requirements and escalates issues to management as necessary.
- Supports the transport engineers with order requirements.
- Updates internal reports and liaises with Finance in support of new circuit provisioning, circuit changes and billing issues.
- All tasks performed within defined intervals.
- Other relevant duties as assigned by management. Duties may be modified, added or deleted by management at any time.

Experience/Education/Qualifications:

- 3+ years experience in a telecommunications environment
- Understanding of circuit provisioning and CLEC and LEC circuit delivery processes
- Demonstrated ability to communicate and coordinate within all levels of the organization
- High School degree required; Associates degree preferred
- OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Physical Requirements and Environmental Conditions: Business Office

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Position Title:	Director, Network Operations
Department:	Operations and Engineering
Reports to (titles):	Senior Vice President Operations and Engineering
Manages (titles):	NOC Manager, Sr. Network Operations Controller, Circuit Test Engineers
FLSA:	Exempt
Location:	Virginia

Overview: The Director of Network Operations ensures all new circuits are tested timely and thoroughly prior to the services being turned up and handed over to the customer. He/she manages the 24x7 Network Operations Center responsible for proactively monitoring the Core180 network and ensuring trouble tickets are resolved in a timely manner. He/she has budget responsibilities for all NMS,RTS and licensing.

Key Responsibilities:

- Manages the Operations budget for network management systems, Remote Technical Support and licensing for systems.
- Creates infrastructure for and staffs the Core180 Network Operations Center.
- Ensures all circuits are tested within 24 hours of receiving the orders from provisioning and in the event circuits are not functioning properly ensures the issues are resolved in a timely manner.
- Liaison to the CapRock SMC, entailing the establishment of procedures between the two centers on how circuit outages will be handled.
- Measures and provides monthly reports on circuit and network availability.
- Establishes periodic meetings with the Engineering group to review network issues and ensures issues are resolved in a timely manner.
- Establishes goals and objectives for group.
- Ensures all new equipment and services are able to be operationally supported.
- Schedules and notifies customers of all maintenance activities.
- Ensures that senior management is aware of any network activities that could impact business continuity.
- Staffs and manages function including developing capabilities of service delivery staff through effective delegation of responsibilities, sharing of knowledge and use of automated systems.
- Identifies IT requirements and enhancements for automating and making group more efficient.
- Identifies staff and system requirements needed to accomplish the key function responsibilities. Manages to staffing budget and has appropriate metrics in place to

know when staffing is required.

- Develops realistic plans that meet company goals and future needs. Exhibits foresight in recognizing potential problems and develops solutions. Foresees changes and trends.
- Initiates change when necessary. Generates ideas to solve problems and improve performance.
- Effectively presents, exchanges, and receives information both verbally and in writing.
- Delegates effectively and supervises follow-through.
- Integrates all new services and systems into the Network Operations Center.
- Other relevant duties as assigned by management.

Experience/Education/Qualifications:

- 15+ years combined network operations experience
- 10+ years of NOC management
- 10+ years, technical management engineering
- Exhibits foresight in recognizing potential problems and develops solutions.
- Delegates effectively and supervises follow-through.
- Persuasive, fair, impartial, sets high standards, and establishes clear focus and direction.
- Achieves desired results with support, confidence and integrity.
- Bachelor's degree preferred
- OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Physical Requirements and Environmental Conditions: Operations, Travel Required.

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Position Title: Director, Government Sales

Department: Government Markets

Reports to (titles): Sr. VP of Federal Programs

Manages (titles): -----

FLSA: Exempt

Location: Virginia

Overview: The Director of Government Sales represents Core180 within the government sector. He/she drives revenue growth by identifying opportunities, developing strategy and executing through formal presentations and solicitations driving the process to the point where there is a contractual exchange ending with a purchase order. He/she develops his/her accounts and territories to meet or exceed revenue goals.

Key Responsibilities:

- Drives revenue growth by identifying key customer initiatives and finding current and proposed Core180 services to meet these needs.
- Closes deals hitting targeted volume.
- Stays current on leads and customer information and forecasting using Salesforce.com.
- Consistently in contact with current customers to maintain and build the relationship.
- Hires, trains and manages Account Executives and Sales Representatives.
- Develops realistic plans to meet and exceed the function's goals and future needs. Exhibits foresight in recognizing potential problems and develops solutions.
- Other relevant duties as assigned by management. Duties may be modified, added or deleted by management at any time.

Experience/Education/Qualifications:

- 10+ years sales experience in telecom; solutions sales versus circuit based sales important
- Experience in government market
- Contact base in target market
- Ability to deliver on-time, accurate results and handle multiple competing priorities effectively
- Extremely effective and influential spoken, written, electronic, and presentation skills
- Bachelor's degree
- OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Physical Requirements and Environmental Conditions: Business Office, Some Travel

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Position Title: Director, Commercial Sales

Department: Sales

Reports to (titles): Vice President Sales

Manages (titles): -----

FLSA: Exempt

Location: Virginia

Overview: The Director of Commercial Sales represents Core180 within the commercial sector. Serving as the primary liaison he/she will identify and develop new opportunities in the commercial sector, build relationships by meeting with senior executives to discuss business and operational issues, convey the value of Core180's services and ultimately move through the sales process. The Director of Commercial Sales develops his/her accounts and territories to meet or exceed revenue and margin goals.

Key Responsibilities:

- Drives revenue growth and profitability by identifying key customer initiatives and finding current and proposed Core180 services to meet these needs.
- Prospects in territories for potential new customers.
- Works with engineers to solve design proposals.
- Closes deals hitting targeted volume and margins.
- Stays current on leads and customer information and forecasting using Salesforce.com.
- Consistently in contact with current customers to maintain and build the relationship.
- Participates and collaborates in all sales meetings.
- Hires, trains and manages Account Executives and Sales Representatives.
- Manages to staffing budget and has appropriate metrics in place to know when staffing is required.
- Ability to deliver on-time, accurate results and handle multiple competing priorities effectively
- Develops realistic plans to meet and exceed the function's goals and future needs. Exhibits foresight in recognizing potential problems and develops solutions. Foresees changes and trends.
- Other relevant duties as assigned by management. Duties may be modified, added or deleted by management at any time.

Experience/Education/Qualifications:

- 10+ years sales experience in telecom. Solutions sales versus circuit based sales important.
- Experience in vertical market development

- Contact base in target market
- Meets commitments and holds team members responsible for achieving their goals.
- Extremely effective and influential spoken, written, electronic, and presentation skills.
- Bachelor's degree preferred
- OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Physical Requirements and Environmental Conditions: Business Office, Some Travel Required