US and coalition military forces count on Viasat for secure satellite and wireless networking systems and services that deliver reliable, affordable communications beyond the reach of traditional wired networks. During the chaos of combat, warfighters need fast, secure communications and instant access to information. Viasat helps warfighters and commanders access and share trusted intel from any location to make better decisions faster. As the world's leading experts in high-capacity satellite communications, military-grade cybersecurity, and line-of-sight data links, we apply fearless innovation, unconventional thinking, and ingenuity to bring game-changing, life-saving capabilities to warfighters on the battlefield. No matter where the mission goes across air, land, or sea, Viasat keeps service members connected with real-time access to video, voice, and data communications.

Are you the go-to person when there’s a tough technical problem that leaves others scratching their heads? Do you enjoy interacting with diverse people to help them resolve a variety of complicated networking, RF or satellite communication issues? If so, maybe it’s time to consider bringing your career to ViaSat as a NOC Technician working in our NOC.

You are a proactive, savvy technician who handles customer-related systems including VSAT hub, VSAT remote, and RF chain to name a few. Because customer service and communication is key to success, you take pride in troubleshooting outages, informing customers of any communication loss/outages, and then working to resolve their issues by dispatching service when necessary. You understand that follow-up keeps customers happy, so you test the repair, verify with the customer and create the documentation. As a team player, you will escalate the more difficult, time-consuming problems and document all network outages, calls and solutions in the trouble ticket database.

REQUIREMENTS:

- 4+ years in a technical, customer service role dealing with technologies like networking/networks, UNIX, RF, or Satellite communications
- Must be willing and able to work rotating shifts.
- Associate’s Degree in a technical discipline or equivalent experience.
- US government position. US citizenship required.
- Willingness to apply for a secret clearance as soon as administratively feasible (interim clearance must be granted prior to start date)
- Ability to travel up to 10%.

PREFERENCES:

- Proficiency in RF, networking and Unix technologies.

Please apply via our career website: www.viasat.com/careers