NOC Engineer

Responsibilities
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o Manage and maintain the Monitoring Systems

o Fault handling and escalation (identifying and responding to faults on systems and networks, liaising with 3rd party suppliers, handling escalation through to resolution).

o Handling the Issues reported by users and give them initial response within defined time frame.

o Knowledge of Network, topologies, standards and infrastructure

o Provisioning (IP assignment, core network configuration, DNS setup, monitoring and graphing for colocation, leased lines, customer backup and other customer network services)

o Server build and installs, application upgrades, network equipment build and installation.

o Maintaining hardware serial audits, writing custom monitoring plugins and configuring bespoke graphing.

o Maintenance of WIKI and technical documentation (for NOC) of processes and procedures used throughout normal operations.

o Participate in a 24×7 shift and support 24×7 call-out rota if required.

o Good understanding of ITIL standards and should have worked in the ITIL framework

o Should be well versed with Event Management and Incident Management processes

o Takes network problem complaints from the users, analyses them and depending on the difficulty of the problem, either seeks help or solves them himself.

o Daily analysis of customer data reports and escalation

o Case Assignment to the appropriate queue after analysis

o Excellent time management and organizational skills, and ability to handle multiple concurrent tasks and projects with minimal supervision

o Experience of working on Network tools, Kaseya, System tools, MS applications, Operating systems, Active Directory access requests and MFA requests.

o Experience using trouble-ticketing and service management systems JOB DESCRIPTION – NOC ENGINEER Doc. No: JD004 Version: 1.0 Created: 4/16/2020

Hiring organization
PulseHRM

Employment Type
Full-time

Job Location
Porvorim Goa

Working Hours
Shift:Rotational

Date posted
August 6, 2024

Valid through
06.09.2024

Organisational Responsibilities

o Seek and participate in support opportunities across the organization

o Actively participate in the skill development of your colleagues (workshops, presentations)

o Actively contribute to corporate knowledge base

o Follow agile/lean practices Desired Skills

o Bachelor's degree and/or equivalent combination of education/training and experience for the role (MS Certifications preferred).

o Good communicator with a natural aptitude for dealing with people.

o Basic Linux CLI and sysadmin skills.

o Strong analytical skills and able to collate and interpret data from various sources.

Ability to assess and prioritise faults and respond or escalate accordingly

o Preferred to have or aware of at-least 1 or 2 monitoring tools like PRTG, SolarWinds, Nagios

o ITIL V3 Certification Optional Skills

o Virtualisation and Cloud Computing Exposure

o Preferred to have prior work experience of NOC environment and global support (for different regions across the globe) Professional Skills

o A Team player with positive attitude

o Excellent interpersonal and communication skills

o Open-minded, adapt quickly to new environments and a quick learner

Qualifications
Experience : 2-4 years