Network Management Center Engineer

The NMC (Network Management Center) Engineer is responsible for proactive service monitoring and reactive customer request management. The position operates on a rotating schedule in support of operations 24 hours a day, 7 days a week. The successful candidate will be available to work a variety of shifts.

Responsibilities

- Monitor Alerts/Alarms and Incident tickets for IT infrastructure of various customer's enterprise networks
- Answer incoming calls, triage and solve a variety of helpdesk inquiries.
- Follow established procedures for troubleshooting
- Execute scripts and commands specified in the troubleshooting procedures
- Escalate issues to next level, TAC and supervisors based on established procedures
- Follow up with Escalation path to ensure resolution of issues
- Document all activities diligently as specified

Qualifications

- Technical knowledge:
  Good understanding of IT infrastructure (Servers, Network devices, Storage)
  Experience implementing or supporting cloud based services specific to one or more hyper scale cloud providers
  Familiarity with system administration activities (Windows, Unix, Active Directory, DNS etc.)
  Familiar with network monitoring tools and software
  Thorough understanding of network switching and routing, QOS, Packet loss, network monitoring.
- Must be able to multitask and work at a fast pace. Must be flexible and professional at all times even under pressure; Good interpersonal skills as communication will be required.
- Ability to multitask and take on new tasks openly and willingly while maintaining flexibility and adaptability
- Ability to self-prioritize tasks
- Excellent organizational skills and initiative as work is often done independently
- Composure under pressure is necessary
- Excellent written and verbal communication skills are a must
- Minimum 1-year Helpdesk experience

Education:

One or more of the following

- Associate/BS degree in Computer/Technology fiend or equivalent work experience in related field.
- 1-2 years of experience in monitoring and/or supporting Infrastructure, Network Devices and Applications in an Enterprise environment and NOC or Service Desk environment.