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# Example of NOC Analyst Job Description

Our company is growing rapidly and is hiring for a NOC analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for NOC analyst

* Handling incident management, communication (written and verbal), and troubleshooting with limited direct supervision
* The Network Operations Center (NOC) is manned 24/7
* Perform Geolocation solution set analysis per customer contracts and SLA requirements
* Be part of a team that works 24/7 shifts covering 1st level issues for the SLF network infrastructure
* Monitor events and alerts, triage/analyze and resolve or escalate as appropriate
* Follow ITIL model for any changes required to network devices
* Work with 2nd and 3rd level teams to ensure documentation is accurate
* Using all monitoring tools to monitor the availability and performance of critical applications, systems, and networks
* Perform all daily system and network log reviews
* Perform all incident management and reporting activities

## Qualifications for NOC analyst

* Experience working in a process-oriented workflow environment
* Solid understanding of network (WAN, LAN, VPN)
* Solid understanding of TCP and IP Addressing
* Working knowledge of enterprise software tools such as Lotus Notes, MS Office and Internet Explorer
* Proven customer experience and practiced communication skills, both orally and written
* Experience with Event management and network monitoring tools