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# Example of NOC Analyst Job Description

Our company is growing rapidly and is looking for a NOC analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for NOC analyst

* Provide technical and non-technical communication to internal customers and 3rd parties of issues, remediation, and resolution status
* Analyze metrics and report performance trends to assist technical personnel to predict future issues or outages
* Utilize network/system/application monitoring tools to monitor a wide variety of systems that include physical/virtual/cloud servers, public facing web/mobile apps, databases, networking, and storage
* Answer 24x7x365 hotline to intake and triage all issues reported by internal and external customers
* Provide desktop and end-user support (primarily during shifts outside of normal business hours)
* Perform basic systems testing and operational tasks (installation of patches, network connectivity testing, script execution)
* Interface with other Local Exchange Carriers, Interexchange carriers, ISP’s, and Vendors
* Utilize various ticketing systems to track and document customer troubleshooting and communication
* Work in a 365/24x7 Network Operations Center environment
* Fast paced, high volume position requiring excellent verbal and written skills

## Qualifications for NOC analyst

* Must take the initiative to stay abreast of industry and business challenges and incorporate trending analysis with internal data
* Must be a team player with a demonstrated dependability
* Network troubleshooting skills (ping, tracert, nslookup)
* Experience working in a Network Operation Centre
* Experience working with Service Providers and Carriers
* Experience interacting and working with third-level technicians/engineers and external vendors a plus