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# Example of NOC Engineer Job Description

Our growing company is hiring for a NOC engineer. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for NOC engineer

* NOC responsibilities includes triaging, alerting, and troubleshooting systems and applications
* Identifies recurring problems, works with the team to identify the root cause, then plans and executes the necessary steps to eliminate possibility of reoccurrences
* Conduct scheduled maintenance and patching
* Implement, deploy, and migrate systems and applications
* Take part in the pager rotation to provide support coverage during non-business hours
* Assist Product Support departments in resolving customer complaints
* Scheduled network maintenance, owning CRQ process
* Resolving network, server, and workstation problems
* Fields calls to triage, and escalate network, hardware, and application issues
* Produce documentation on systems, networks, policies and procedures communicate the documentation to the larger engineering and operations community

## Qualifications for NOC engineer

* Knowledge of monitoring solutions and scripts, familiarity with monitoring REST, SOAP based web services and tools such as Zabbix, Nagios, Cacti, or Solarwinds
* Knowledge of Splunk or similar log parsing tools/technologies
* Experience with Helpdesk and Wiki Systems (Atlassian Confluence and Jira, Zendesk)
* Experience with content distribution technologies (Kencast, Aspera, Signiant)
* Knowledge of SQL, MongoDB/NoSQL databases queries
* Experience with VOD, excellent understanding on video and metadata specification a real plus