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# Example of NOC Engineer Job Description

Our innovative and growing company is looking 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

* Demonstrating resourcefulness, professionalism, initiative and ability of high performance under pressure
* Open to work on shifting schedules including night shift and weekends
* Open to work in Cebu City
* Perform day-to-day activities required to monitor systems for events or alerts
* Monitors and identifies problem areas and coordinates resolutions
* Utilizes software and hardware tools and identifies and diagnoses complex problems and factors affecting systems
* The Enterprise Operations Center Engineer will be assigned to the first, second or third shift and will be expected to participate in an on call rotation
* Providing 24/7 surveillance and support for internal departments and external customers to troubleshoot problematic systems or trends
* Providing a leadership role in resolving service impacting issues
* Coaching and mentoring other staff members as needed to ensure personnel are working issues as efficiently and accurately as possible in a team oriented professional culture

## Qualifications for NOC engineer

* CLEC Interconnect management
* Vendor management of field issues and resolution
* On-call support and point of escalation services 7x24x365
* Facilitate training to ensure all personnel are proficient in every aspect of all operations processes
* Develop and present (as needed) clear, comprehensive Statement of Work (SOW) documents to cable divisions for all VOIP planned changes
* The candidate will interact with a diverse group of individuals (internal and external to the organization) from the engineering, business, and vendor communities and is therefore required to possess highly developed and exceptional verbal, written and interpersonal communication skills