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# Example of NOC Engineer Job Description

Our company is growing rapidly and is hiring for a NOC engineer. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for NOC engineer

* Responsible for ensuring quality services are delivered for particular task(s) and is seen as the task leader
* The NOC Operations Engineer will coordinate strategies for rapid repair, deployment, and maintenance of IP telephony voice communication architecture and the Intrado (IEN-Voice) network, its component hardware/software, and IP telephony/voice applications
* This includes VoIP/IEN-Voice initiatives and configuring/optimizing all Intrado VoIP telephone systems and services, both internally, and those integrated with Internet-based services
* Manages all incoming operations incidents in the ticketing system
* Manages Incident Communications regarding any Outages, Major Incidents, or Service Center Issues to Ops Managers and other Appropriate teams or personnel within SLA (Service Level Agreement) parameters
* Performs timely notification updates to upper management electronically and via telephone within SLA parameters
* Works closely with product owners and cross-functional teams of application engineers, network engineers, database administrators, systems administrators and others to facilitate and promote the application of an Agile framework as an individual contributor or Product Owner
* Proofing and recommending updates, patches, replacements or upgrades to current Site Reliability Software tools and Monitoring systems
* Monitor for hardware failure
* Hardware maintenance w/remote hands support

## Qualifications for NOC engineer

* Monday through Friday position with a 24/7 on-call rotation
* Resolve complex VOIP issues that involve multiple users or ones that cannot be resolved by the Division or tier 1 technicians (NOC)
* Escalate RFEs, bugs and other high-level break-fix issues to Engineering team and respective vendors
* Responsible for configuration management to ensure sytems standard configuration and execute fault & performance management processes
* The NOC is a 24/7/365 operation
* 2 to 4 years of work experience on IP Routing product lines (7X50 SR, 7705 SAR, 7210 SAS, 5620 SAM, CPAM, RAM, Service Portal