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# Example of NOC Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of NOC manager. 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 manager

* Establish and monitor key service indicators, ensuring customer requirements are met
* Provide leadership and direction on technical projects or project tasks, ensuring follow through from beginning to end
* Develop a strong partnership with Executive management, internal departments, and external contacts for Technical Operations in order to meet and maintain the Network Operation Center's established goals and objectives
* Recruit, build and develop a team that is capable of resolving complex customer issues in a timely and professional manner
* Work with internal resources to create, schedule and provide necessary technical and procedural training for technicians
* Coach, mentor and lead analysts in a stressful and fast paced environment
* Manage daily scheduling of analysts
* Manage the team’s performance as it relates to the company objectives
* Oversee and maintain daily force to load as it relates to tickets and call volumes
* Work with internal and external groups to ensure customer issues are resolved within the agreed upon SLA’s

## Qualifications for NOC manager

* Wan routers – Cisco ISR
* Routing (Moderate BGP, OSPF, route redistribution, Static routes, route maps NAT, PIM SM)
* QOS – CBWFQ, Policing, Shaping, troubleshooting
* Protocol analysis ( TCP/IP required, DNS, DHCP, HTTP, SIP)
* 4+ years management experience in a distribution, manufacturing, or production environment
* Proven record of process improvement and savings