Our company is hiring for a network controller. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for network controller

- Deploy and maintain processes and tools supporting the software development environments
- Troubleshoot basic software and computer networking issues
- Perform System & Network Administration tasks such as user account maintenance, security audits
- Check, validate and review all tickets that are work in progress within all operations teams within the NOC
- Reassign tickets to appropriate queue's and colleagues
- Assign tickets to appropriate technician and ensure correct focus is being applied in conjunction with KPI's and SLA's
- Monitor the ticket queues on a daily basis
- Be responsible for generating a daily report on the status of tickets and sharing with team leaders
- Notify the team leader and operations manager when tickets have failed the SLA
- Coordinate with other lines of service before transferring tickets or accepting tickets from other queues

Qualifications for network controller

- Must be customer oriented and possess excellent interpersonal skills
- Ability to work well in a (24/7/365) multi-cultural and international shift environment
- Independent problem solver and strong team player capable of making solid

- Excellent written and verbal communications in English is necessary (Spanish, French or Arabic languages are a plus)
- Knowledge of Network Management Systems (WhatsUp Gold, NetCool, Nagios, MRTG, MaxView, Crystal, Evertz or Monics) is a plus
- HS diploma and some college