Our company is searching for experienced candidates for the position of NOC technician. 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 technician

- Open trouble tickets, perform initial triage, dispatch and provide break/fix action to resolve network events and issues reported via alarming tools or by customers
- Respond to customer inquiries and problems
- Provide guidance to new employees in the form of job shadowing and act as a coach for level I NOC Technicians
- Perform duties that involve following methods of procedures and technical job aides
- Initiate the flow of communications between the NOC and (i) internal groups, (ii) vendors, (iii) customers, and (iv) third party carrier/partners
- Manage incident, problem, and change tickets in accordance with change management guidelines and procedures
- Provide input and feedback for the use and optimization of NOC management applications/tools and NOC processes and procedures
- Provide quality, timely, and accurate end-to-end support for any issues within defined areas of responsibility, including but not limited to phone, email and instant message contacts
- Document problems by accurately and completely recording in technical logs and trouble ticketing system relevant information, including diagnostic results, multiple product correlation, and escalation and repair performance information
- Properly follow escalation procedures when outage events and/or

Qualifications for NOC technician

- Candidates must be able to distinguish between red, green and yellow colors in order to interpret alarm priorities and be able to distinguish issues in audio streams
- Must be available to work a flexible schedule that could include any shift, weekends and holidays
- Knowledge of network equipment, routers and switches
- 6 months to 1 years of NOC experience
- AS degree in electronics or equivalent related degree
- Ability to read schematics, engineering diagrams, and other data flow diagrams