NOC Expert

Job Description

-Provide network monitoring, incident response, communications management and reporting problems (24/7)
-Ensure the smooth running of the network and services and follow-up tasks / issues due to the specified SLA
-Mitigate or resolve incoming incident and support requests and escalate to appropriate teams as necessary
-Document and communicate on cases from inception to resolution, including root cause analysis
-Ensure smooth hand off of cases to other team resources, as may be required, for resolution
-Support continuous improvement to monitoring services and internal processes for resolution of support requests

Requirements

-Experience within the Network Operations Center (NOC) environment is considered as a privilege
-Must have good understanding of ITIL
-Information Technology Certifications (Cisco, Microsoft, MikroTik)
-Positive point for Familiar with Wireless and Data center concepts
-Strong teamwork, interpersonal skill and interested in knowledge upgrading
-Strong organizational skills and the ability to set priorities in a high pressure environment
-Ability to communicate with all levels
-Strong commitment to exceptionally high standards in the work environment
-Good command of English
-Gender Preference: Male
-Rotational Shift-work
-Ideal Age: 25 - 30
-Based in Tehran

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