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 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

Requirements:

- Familiar with troubleshooting of wireless, network and data center incidents and events.
- Having at least CCNA certificate.
- Positive point for familiar with Cisco, Microsoft, MikroTik and wireless concepts.
- Positive point for familiar with Network Principles (TCP/IP) and ITIL.
- 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 thrive in a dynamic 24/7 environment (Rotational Shiftwork).
- Having at least bachelor degree in computer networking or IT field.
- Gender: Male
- Based in Tehran