



## NOC Engineer

### Basic Details:

Title: NOC Engineer

Note: No pickup and drop facility

### Basic Skills Sets Requirement:

Qualification: Graduate/Diploma in any stream (Optional, Diploma after 12<sup>th</sup>)

Certification: CCNA/ CCNP, any network certification, global Certification

Experience: 1- 3 Years relevant experience.

### Key Competencies & Skills:

#### Behavioral Skills:

- Good verbal and written communication skills.
- Interpersonal skills
- Quick learner
- Time Management and Organization skills. Can work within defined SLA.
- Ability to work well within a team.
- Flexible to accept constantly changing environment

#### Roles and Responsibilities:

- Supervise the functioning of network components and makes sure that they are active and problem free.
- By the application of essential software application and hardware tools detects and identifies the nature of the problem and uses proper precautions to solve the problem.
- Take network problem complaints from the users, analyzes them and depending on the difficulty of the problem, either seeks help or solves them himself.
- Take the help of technical experts from the organization or from outside (if required) to solve a problem.
- Is accountable for managing complaints and ensuring that they are resolved.
- Finish the work according to policies of the company.
- Maintain a detailed record of the problems and methods used to solve it.
- Maintain network facilities for continuous performance.
- Synchronize with technical staff to design and create new software applications for supervising network performance and operations.



- Carry out inspections on regular basis on network performance and prepares final reports for management.
- Deal with power outages, black holes, network failures and make sure that main network is stable.
- Candidate should be willing to work in 24X7 support