

NOC Engineer

Description

- **Job Role:**
- Provide technical support, escalation and troubleshooting services to the company customers on tickets assigned by Service Desk. Responsible for tracking and resolving all assigned support requests through effective decision and problem solving skills. Responsible for day to day operational support and provide assistance to both Service Desk and Field support teams.
- The NOC Engineer is expected to provide remote support/field support services with a high level of technical competency and independence, demonstrating experience and ability in their domains.

Responsibilities

- Proactively monitor and resolve Network incidents affecting the site and ensure maximum availability and performance.
- NOC Engineer will perform these tasks using various standard network management tools, internal ticketing systems, and monitoring consoles.
- Produce and maintain network infrastructure documentation based on architectural standards. This will include physical and logical designs and configurations.
- Liaise and coordinate with other departments, service providers, external vendors and suppliers on all network related issues.
- Produce complete implementation plans for any major change to the customer's network, identifying specific changes to be made, timelines for completion, and contingency or back-out plans.
- Monitor the health of network infrastructure and act upon alert/issue arises. Schedule for network maintenance/upgrade and keep all affected users informed.
- Work with architectural and design teams to ensure accuracy of designs and standards compliance.
- Work with project management teams to ensure that project deliverables are understood and timescales are committed to and met.
- Provide project implementation support during business and occasionally out of business hours.

Qualifications

- Configuring and troubleshooting **Cisco ISE (TACAC +. Dot1x)**
- Configuring and Troubleshooting **FortiGate Firewall** and **Fortiswitch**
- **Cisco Wireless WLC ,AP's**
- Configuring and troubleshooting of **Cisco Routers,Catalyst Switches (9500,9300,3650,2960)**
- In-depth expertise in the analysis, implementation, troubleshooting & documentation of LAN/WAN architecture and good experience on IP services.
- In-depth knowledge and hands-on experience on IP Addressing, Subnetting, VLSM and ARP, reverse & proxy ARP, Ping Concepts.
- Knowledge of implementing and troubleshooting complex layer 2 technologies such as VLAN Trunks, VTP Ether channel, STP, RSTP and MST.

Hiring organization

Roots Management Consultants on Behalf of Customer

Employment Type

Full-time

Duration of employment

Permanent

Date posted

2021 ,14 02/02/2021

