



NOC Support Technician I

The NOC Support Technician I will be responsible for responding to client calls requesting support and escalating as needed to resolve issues. They will also assist with thoroughly monitoring the services and technologies for which our clients contract this service. The NOC Support Technician I position will work closely with the Services Desk and Cloud Services teams on monitoring these systems and remediating as necessary or appropriate.

Principle Accountabilities:

- Proactively monitor and support our clients and services on a team that operates 24x7x365
- Respond to alerts and incidents according to our specified procedures and processes
- Communicate effectively any issues and remediation options available to that client
- Troubleshoot and prioritize service incidents related to monitoring and NOC services
- Facilitate follow-up of all alerts and incidents to completion
- Facilitate incoming and outgoing calls with clients
- Assist in creation and maintenance of documentation for NOC procedure and processes
- Manage time, tasks, and stay focused on monitoring with limited supervision
- Facilitate knowledge transfer to client and internal teams
- Ensuring they are complying with, and adhering to all Information Security Policies as well as privacy policies. They must also ensure they are protecting and keeping secure all client information considered or believed to be private or sensitive.
- Ensuring all security and operational controls are followed and enforced to ensure client data remains secure, available, and private, where applicable.

Experience/Skills:

- Minimum of 1+ years in a client-facing support role
- Ability to easily follow scripted technology questions and respond accordingly
- Basic knowledge of Windows Operating Systems and Applications preferred
- Prior experience with monitoring tools preferred (Solarwinds specifically)
- Highly developed written and verbal communication skills

- Strong written, organizational, and communication skills with the ability to work well and communicate with peers and clients



Additional Information

- Flexibility for shift work and shift overages/coverages is a necessity as the NOC is staffed 24x7x365.
- Functioning personal vehicle for transportation and a valid PA driver's license required.
- Preferred Education: Technical or Associate degree in relevant field or 1 year's equivalent experience preferred.
- Some travel heavy lifting may be required.



Classification Information

- Level/Department: Technical Level I
- Reports to: NOC Manager
- Date Reviewed: 09/27/2021