



## **NOC Technician I**

The NOC Technician I will be responsible for proactively and thoroughly monitoring the services and technologies for which our clients contract this service. The NOC 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

### **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 years equivalent experience preferred.
- Some travel heavy lifting may be required.