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## NOC Engineer

### Description

We are currently seeking a self-motivated and dedicated individual to join our expanding Network Operations Center (NOC) team. This role will require a broad array of technical knowledge and troubleshooting skills to support a wide range of equipment. The primary responsibilities include providing support to our customers, interfacing with our ticketing platform, working in our Managed Services system, and providing backup support for our Field Engineer staff. As most of our NOC support consists of remote phone assistance, excellent communication skills are a must. The qualified individual will possess superior customer service skills and the ability to problem solve and multi-task effectively in stressful situations. The capacity to work independently as well as part of a team is critical.

### Responsibilities

- Respond to requests for technical assistance via phone and electronically using remote support tools
- Diagnose and resolve technical hardware and software issues
- Research questions using available resources before escalation
- Follow standard help desk procedures
- Assist with networking requests from Senior Network Engineers
- Work with Telecommunication Engineers to integrate voice, data, and video applications on local and wide area networks when necessary
- Participate in on-call rotation schedule
- Collaborate with peers and vendors for appropriate working solutions
- Stay current with technology changes, updates, and practices

### Qualifications

- Degree or certifications in Computer and Information Systems or related field
- Experience with: Windows XP/7/8/10, Windows Server 2003/2008/2012/2016/2019, Microsoft Exchange Server 2007/2010/2013/2016, and Office 365
- Working knowledge of VMware, cloud/virtual computing, and wired and wireless
- Ability to provide end user desktop support of Microsoft Office, CRM, and ERP software
- Hands-on experience with server, desktop, and networking hardware
- Proven ability to be detail-oriented and manage time effectively

### Hiring organization

Integrated IT Group

### Employment Type

Full-time

### Beginning of employment

Immediate

### Duration of employment

Permanent

### Job Location

2132 Case Parkway North,  
Twinsburg, OH 44087

### Base Salary

\$ 55,000 - \$ 65,000

### Date posted

November 5, 2020

**Job Benefits**

Health insurance  
Dental insurance  
Vision insurance  
Life insurance  
401(k) matching  
Paid time off  
Referral program

**Contacts**

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