

XPERTECHS Job Description

Job Title: Network Operations Center Specialist	Location: Ellicott City, MD
Department: Service Delivery & Operations	FLSA Status: Salary, Exempt
Reports To: VP of Service Delivery	Compensation: Base Pay + Bonus; includes medical, STD, LTD, life insurance, 401k and vacation plan

Summary

The NOC Specialist's primary responsibility will be to proactively monitor and maintain the network, servers, computers, and other IP based equipment in the company's Managed Services client population. Problem resolution may involve the use of diagnostic, remote monitoring, documentation and help request tracking tools. We seek a highly professional individual with strong aptitude in Windows Server, Patch Management, Anti-Malware Management, Desktop Optimization, Backup & Disaster Recovery, Hardware/Software configuration, Network Security, Troubleshooting, ConnectWise, and Labtech. Work requires comprehensive knowledge of computer logic and methodology to run computer systems. This individual will work closely with cross-organizational teams toward the ongoing technical support of our clients.

Essential Duties and Responsibilities

- Evangelize and serve as the ambassador of all things "Network Operations Center" and "Automate".
- Ensure all clients have current backups
- Monitor, Triage, Document, and Remediate all critical backup and disaster recovery alerts.
- Monitor NOC Alert Board for tickets assigned to the queue and process first-in first-out based on priority
- Monitor and respond quickly and effectively to requests received through the NOC Service Board.
- Create and execute scripts and batch files as appropriate to process proactive maintenance routines
- Perform routine administration, configuration, and maintenance of the corporate ConnectWise Automate (LabTech) and Backup (AppAssure/Datto) platforms.
- Develop and Continually Document internal procedures and protocols for NOC functions
- Evaluate documented resolutions and help contribute to the corporate Knowledgebase library.
- Analyze trends for ways to prevent future problems and alert management to emerging trends in incidents.
- Develop, execute and send monthly/bi-monthly summary & detailed network health reports to all clients.
- Attend routine training and/or vendor related conferences focused on NOC operations and toolsets.
- Assist with onboarding of new clients, sites, and team members.
- Manage Third-Party NOC vendors and vendor support incidents involving NOC tools.
- Provide an outstanding level of professional and considerate support to all clients to maintain and grow relationships of trust and open communication.

Marginal Functions

- Assist in server configuration and deployment for new clients, sites, projects.
- Capture and maintain key performance metrics for NOC operations and track against company milestones
- Perform other duties as assigned.

Supervisory Responsibilities

None.

Work Environment

XPERTECHS has an interactive, fast-paced work environment. Responsibilities may occasionally require an adjusted work schedule and/or evening/weekend hours in order to satisfy customer needs, position requirements, and emergency response scenarios. NOC functions and processes commonly involve afterhours scheduled and planned scripts and automation tasks. Capability to work from home or a remote location is required by this position. Remote work and work from home arrangements are made at the discretion of the Service Manager. This position may include up to 95% remote work.

Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience:** This position requires a minimum of an Associate's Degree (with a Bachelor's degree preferred); at least 2 years' recent NOC Service Desk experience to the small or mid-sized business market; or an equivalent combination of education and/or experience. Must be able to effectively communicate in specific terms about technologies used by our clients, including Windows Server, Microsoft Exchange Server, HP Servers, Router/Switches, Firewall Appliances, VoIP and IP environment, and CAT5e/CAT6 Infrastructures.
- **Knowledge, Skills and Abilities:** The Network Operations Specialist must have a strong aptitude in OS repairs, spyware and virus management, hardware, software, remote backup, desktop optimization and troubleshooting. Must also have the ability to read computer instruction manuals, utilize Google Search and comprehend directions therein in order to remedy minor computer equipment malfunctions.
- **Physical Demands:** While performing the duties of this job, the employee is regularly required to communicate with and present information to others and access information using a computer for several hours at a time. Employees must have mobility throughout the office and may occasionally drive or ride up to 30 miles to other service locations.
- **Emotional Demands:** The employee must be emotionally mature and be able to handle difficult and complex client and work-related situations. Candidates must possess strong problem solving, conflict resolution, and interpersonal skills. They must be self-driven and possess a positive mental attitude.
- **Client/Relationship Management:** The Network Operations Specialist establishes and builds relationships with clients. Applies knowledge to the business and provides personalized, value-added service. Demonstrates willingness to meet or exceed needs of clients by pursuing improved courses of action; delivers products and services that best serve client needs; uses client feedback as a basis for improving service and performs necessary follow-up work without being prompted.
- **Collaboration/Teamwork:** The Network Operations Specialist creates commitment to common goals; identifies competing interests and finds ways to balance them; values contributions of all team members and other constituencies; values team accomplishments over individual accomplishments; leverages others' strengths and experiences to achieve team goals; co-operates with colleagues and shares resources.
- **Intellectual Demands:** Excellent written and verbal communication skills are essential, as well as effective organizational, multi-tasking, and prioritization skills. Candidates must be able to read, analyze, and interpret general industry periodicals, technical procedures and governmental regulations. They must be able to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. They must be able to effectively present information and respond to questions from clients, vendors, and employees.



All job requirements are subject to possible modifications. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Requirements are representative of minimum levels of knowledge, skills, and/or abilities to perform this job successfully; the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment is on an “at-will” basis.

Employee must be able to relate to other people beyond giving and receiving instructions: (a) can get along with other co-workers or peers without exhibiting behavioral extremes; (b) perform work activities requiring negotiating, instructing, supervising, persuading or speaking to others; and (c) respond appropriately to constructive criticism from a supervisor.