

**NOC Representative I**

# **Job descripton**

**Department:** Tech Support

**Reports to:** Carleesha Porter

**FLSA:** Non-Exempt – Full time

**Benefits Eligible:** Yes

**Position Summary**

Blue Stream maintains a Network Operations Center (NOC) that provides support, monitoring and troubleshooting for its Network, Servers, and Applications. This is an advanced technical position working inside a NOC that detects, alerts and communicates potential outages and plant issues.

**Core Responsibilities:**

* Work in the NOC monitoring customer networks
* Provide superior customer service by being courteous, knowledgeable, and professional.
* Troubleshoot network connectivity issues across a wide range of routers and switches
* Knowledge and experienced with Tier 2 and Tier 3 troubleshooting and practice
* Utilize the trouble ticket system to log all requests and activities including documentation of special requests and customizations considered important for future support
* Monitor the operational support systems to proactively identify service impacting events relating to IT, network, and facility conditions
* Dispatch outage network teams within appropriate SLA’s
* Communicate with customers and internal staff at regular intervals to ensure expectations are set and that appropriate attention is being paid to customer requests
* Escalate problems to the appropriate engineering disciplines within the organization or external vendors as required to achieve resolution
* This position may require nights, Holidays and weekends as well as be on-call when required

**Education and Experience Requirements:**

* 1-2 years related Network Operations Center (NOC) experience (or similar IT experience)
* Knowledge and experience using a trouble ticketing system such as Remedy

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* Experience using network monitoring systems such as HP OpenView, SolarWinds Orion, and Cacti

**Technical Requirements:**

* Verbal Communication
* Written Communication
* Organized and Detail Oriented
* Email- Microsoft Outlook

**PHYSICAL DEMANDS/WORKING CONDITIONS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* regularly required to talk and hear
* frequently required to sit, stand, bend at the knees and waist, and walk
* required to use hands to type, handle objects and paperwork
* required to reach and hold on to items at chest level or reach above the shoulder
* required to use close vision and focus