

Netops Engineer ii

Description

The Network Operations Center (NOC) NetOps Engineer II role is a technical role, responsible for supporting and troubleshooting internal and client managed networks.

The Network Operation Center is responsible for monitoring, troubleshooting and configuration activities for a diverse portfolio of internal and client managed networks.

Requirements/Qualifications

- 3-5 years of similar experience in a technical NOC Analyst role, preferably at a carrier-class service provider and/or managed service provider.
- Strong understanding of enterprise and carrier telecommunications, including:
 - Network Management Systems (preferably including experience managing SolarWinds Orion)
 - Trouble Ticketing and Ticketing Systems
 - Strong Routing and Switching (BGP, OSPF, EIGRP, ISIS, Static Routing, Spanning-Tree Protocol/Rapid Spanning-Tree)
 - Strong TCP/IP and OSI model familiarity.
 - Strong understanding of traditional LAN and WAN technologies and related monitoring and troubleshooting:
 - MPLS (Pseudowires, L3VPN, L2VPN)
 - SONET/SDH (OC3-OC192)
 - TDM (DS3-DS1)
 - DWDM/Dark Fiber Technologies
 - Multiplexing
 - Wavelengths
 - Fiber Optic Testing
 - Ethernet
 - Metro Ethernet (P2P, Switched)
 - Enterprise Ethernet (1, 10GbE)
 - Understanding of Voice/Telecommunications technologies
 - T1/PRI

- SIP
- Cisco CallManager
- Strong understanding of incident severity definitions and associated procedures.
- Strong communication skills (English) – written and verbal.
- Able to adapt to new technologies and dynamic internal and customer needs in a rapid growth environment.
- Able to communicate effectively and efficiently with both a technical and non-technical (management) audience.

Education/Experience

- Bachelors in Computer Science, related field or equivalent demonstrable experience
- 3-5 years technical (network operations and monitoring) experience
- 3-5 years in NOC Analyst capacity in a 24x7x365 NOC/callcenter environment

Location: Guragon

Shift: Multiple Shifts Available

On-call Responsibilities: Yes

Responsibilities

1. Understand, support, and protect the mission and scope of work in the NOC.
2. Work in a shift environment.
3. Provide on –call availability on a scheduled basis as part of an on-call rotation for escalated issues.
4. Mentor and train NOC team members.
5. Ensure that system uptime and incident responses meet service level agreements with business units and customers.
6. Proactively monitor the health and status of the network infrastructure.
7. Proactively help maintain the network infrastructure to prevent outages.
8. Reviews release plans and functionality for operational readiness.

9. Troubleshoot and resolve network and connectivity issues as they occur.
10. Works closely with technical support, engineers, customers, and other groups as needed to narrow investigative efforts, resolve incidents, and build repeatable processes for future incident resolution.
11. Applies advanced problem-solving skills to resolve incidents within the NOC where possible.
12. Support the decommissioning process of retiring services as well as the installation, commissioning and acceptance of new equipment and services.
13. Effectively notifies business units and clients of incidents impacting services.
14. Provide consistent, succinct, and timely communications to business units, external partners and clients.
15. Provide Level 2 escalation for NOC engineers.
16. Perform level 2 hardware/software problem analyses, identification, and resolution; execute problem documentation, escalation, and notification procedures.
17. Provide technical leadership and guidance to the NOC team so they take ownership, resolve escalated and critical production issues, and post mortem document is completed.
18. Work closely with management to keep them apprised of all critical issues as per the escalation procedures.
19. Create and maintain Operational Reports on a daily, weekly and monthly basis.
20. Supervise Incident Management activities looking for trends and Problem Management opportunities
21. Provide Project Management for NOC specific initiatives
22. Works independently to identify improvements to processes, workflows, standards, and tools that can be used to improve efficiency of the NOC.