Job Title: Network Operations Center Engineer

This is an important position where you will be a key person involved in helping Alvaka Networks keep our clients up and running 24x7x365. Our Network Operations Center (NOC) engineers are responsible for tracking all events related to all fault and performance monitoring of our clients' critical hardware and software infrastructure.

The role includes timely processing alerts and suppression requests for servers, OS's, network devices, bandwidth, applications, databases and end-user experiences, as well as monitoring all associated elements including security, power and environmental conditions. Our NOC engineers help plan, organize and oversee day-to-day NOC operational activities for his or her work shifts. This position is mostly technical in nature and requires a strong background implementing and managing typical network management processes and procedures.

This position demands strong interpersonal skills and routine interaction with sales, internal network engineering, field engineering, accounting, external service providers, equipment vendors and clients during normal service and provisioning activities. Our NOC engineers are one of our clients' central points of contact for network trouble and problem escalation notifications.

This position can entail work shifts that cover overnight, weekend and holidays. It is important and challenging work that helps drive the success of our clients, their employees, and their customers. On some days, the right person in the job can have a monumentally rewarding impact on the work lives of other people. We need people who want to take on that type of challenge.

Responsibilities include:

- Help keep vitally important IT systems up and running by overseeing day-to-day monitoring and response to alarms, fault and performance management activities, ensuring prompt network analysis, testing and corrective actions during IT and network events in an effort to provide the highest quality computing and network availability for our clients.
- Manage enterprise level patching and smoke testing of client systems. This is no simple auto-update patch management job. This is a carefully planned enterprise

process for making sure critical IT systems are patched and run through our post-patching testing process to make sure they are back up and running before the service window closes.

- Oversee monitoring and management of backup and disaster recovery service to assure fast recovery when needed. When problems strike a system, we need someone who can deliver fast and effective recovery to get the client back in business.
- Security is a moving battlefield and our NOC engineers need to be up on the latest spam and malware threats so they can prevent problems or lend assistance when problems arise.
- The only safe harbor for many clients when a system is lost or stolen is managed disk encryption. Our NOC engineers help keep our clients safe and free from regulatory backlash by monitoring and managing disk encryption to ensure protection of client data.
- You will get to face daily challenges associated with IT and network repair activities during impacting events keeping. Success is achieved when we help solve the problem and keep client IT and executive management team abreast of progress and impact.
- Partner with peer organizations, both internal and external, to ensure swift resolution of service impacting events following strict escalation policies and procedures.
- Verify all escalated problems are followed up to resolution.
- Good planning makes for a professional outcome. You will participate in change management, incident review and root cause analysis of maintenances and network outages.
- Periodically review, revise and keep current established policies and procedures, and develop new procedures as required.
- ITIL v3 certification should be pursued and attained.
- Manage ticket assignments and escalations for thorough and timely outcomes that impress clients.
- Manage blackout windows, outages and repair activities during service impacting events.
- Collaborate with other smart professional and results-oriented IT staff in engineering, operations and vendors during network events.

- Lead, manage, participate and contribute to continual process improvement program.
- Work to improve the Operational Maturity Level of the NOC and the company as a whole. Doing so helps make sure we are better than everyone else.

Other skills:

- Ability to multi-task, prioritize and work in a fast-paced (sometimes stressful) environment.
- Ability to maintain focus in high pressure situations.
- Excellent written, verbal and interpersonal skills.
- Strong critical thinking, analytics and problem solving skills.

Solid understanding and working knowledge of:

- Internetworking, routing and switching technologies like Cisco, Juniper, et al
- Firewalls
- VLAN
- Operating systems from Microsoft and Linux variants
- VMware, vCenter, Hyper-V
- Storage area networks from EMC, Tegile, Equalogic, etc.
- Servers from Dell, HP, etc.
- Monitoring tools and technologies
- Perfmon
- WMI
- SNMP
- PowerShell * General network and IT security
- E-mail technologies
- Spam and AV filtering
- Hosted vs. on premise
- Mail archiving
- E-mail encryption * VoIP/QOS
- Backup and disaster recovery
- Disk, e-mail and other encryption applications

- TCP/IP, BGP, OSPF, IPv4/6
- IPsec VPN, SSL VPN, Client VPN
- IIS, Tomcat, Weblogic, Apache and other web servers
- MS SQL, MySQL and Oracle DB's
- Cloud technologies
- And other technologies frequently used by clients