FPA Technology Services, Inc.

Job Description

Title: NOC Support Engineer

I. Job Overview:

Department: Consulting Services Group (CSG)
Reports to: NOC Manager
Supervises: None
Hours: 7:00am - 4:00pm or 10:00am - 7:00pm

Job Purpose: To monitor our Network Monitoring System and act as a primary responder to address Windows Server, Workstation, and various network system alerts coming into our NOC from our client sites as well as for the FPA network. To perform remote maintenance tasks ensuring "uptime" as well as provide helpdesk support for all networks supported by FPA all while meeting FPA's Core Values.

Additional Role(s): To work with the NOC Manager to assist with configuring NMS scripts as well as establishing "best practices" for NOC support processes and procedures.

II. Essential Job Results:

Duties and Responsibilities

% of time	#	Description	Tasks
50%	1.	Technical – NOC Support	• Monitors the Network Monitoring System and responds to and addresses system generated alerts as needed • Performs various network management and administration tasks remotely on client and FPA networks based on FPA best practices • Manages and maintains the health and "uptime" of client and FPA workstations, servers, routers, switches, firewalls, and related infrastructure operating systems and applications (ie: User Management, Backup, Anti-Virus, Email, etc.) • Optimizes client and FPA's network performance meeting QOC metrics per client SLA's • Creates scripts to automate repetitive network management functions • Implements FPA network policies and enforces the FPA Computer Use Policy • Ensures stability and protection of electronic information (ie: manages backups, anti-virus, web surfing, firewall access, spam filtering, etc.) • Monitors and ensures the stability of the network infrastructure hosting FPA's Network Monitoring System
25%	2.	Technical – Help Desk Support	• Provides remote helpdesk support to clients and FPA staff as needed • Provides after hours and weekend on-call support
15%	5.	Administrative	• Attends group and general staff meetings • Prepares status reports and recap emails as necessary • Prepares Timesheets • Updates Trouble Tickets • Creates Procedures Documents as necessary • Documents standards and procedures
10%	6.	Training & Development	• Improves professional and technical knowledge

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Performance Factors

- Ability to efficiently and effectively perform the technical requirements
- Solid troubleshooting, problem solving, and analytical skills
- Ability to prioritize effectively and work with a sense of urgency
- Ability to work independently with a significant “attention to detail”
- Ability to manage issues and projects to consistently meet deadlines
- Ability to work under pressure
- Excellent pro-active verbal and written communication skills
- Effectively communicates with teammates and managers re: workflow, scheduling, and ETA’s
- Consistently provides high quality and FPA standardized professional services
- Meets or exceeds the established metrics for the position

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III. Qualifications and Specifications:

Typical Minimum Requirements

Technical Requirements:

- Demonstrated knowledge in the support of servers, workstations, and related components
- Core understanding of networking (IP, WINS, DHCP, DNS, etc.)
- Fluent in the following applications:
  - MS-Office, MS-Outlook, Symantec Backup Exec, Symantec EndPoint Protection, Symantec System Recovery, Citrix Go-To-Assist
- Detailed knowledge and experience with the following:
  - MS-Active Directory
  - MS-Windows Server
  - MS-Windows XP Professional
  - MS-Windows Terminal Server
- Detailed experience with preferably one or more of the following:
  - MS-Exchange Server
  - MS-SQL Server
  - MS-IIS Server
  - Citrix Metaframe
- Detailed experience with preferably one or more of the following:
  - Dell and HP Managed Switches and Routers
  - SonicWall Firewalls and SSL VPN Security Appliances
  - Cisco Firewalls and Routers

Typical Experience:

- One to Two years experience working with a Network Monitoring System such as Kaseya, N-Able, Level Platforms, or SilverBack while working in a NOC environment
- Two to three years in-depth experience supporting and troubleshooting a multi-server network environment
- Experience working directly with technical managers as well as technical end users
- Likely successful candidates: mid-level network administrator

Performance Abilities:

- Professional demeanor
- Organized: able to manage and complete multiple projects simultaneously
- Detail Oriented: able to apply consistency throughout the work product
- Efficient: effective at producing required results in a short amount of time
- Strong communication: both written and orally (consistent, efficient, and effective)
- Follow directions yet applies judgment and can be flexible
- Team member yet knows when to work independently
- Independent: with the ability to effectively work unsupervised
- Pro-active: able to note things that need to be done without being prompted and proactively address them

Physical and Other Requirements:

- Substantial periods of work utilizing a computer, monitor, keyboard, and mouse
- Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, monitor, keyboard, and mouse
- Stamina to maintain attention to detail despite interruptions
- Vision to read printed materials and a computer screen
- Hearing and speech to communicate in person and over the telephone
- Possess reliable transportation to work outside of standard work hours when needed
- Capable of lifting up to 50 pounds (from time to time)

Note: This Job Description is not intended to describe every element of the position. From time to time, staff may be asked to perform various job related duties not listed above.