



## NOC Engineer

### *Job Description*

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**Department:** Operations

**Job Status:** Full time

**Reports to:** Vice President

**Location:** Albany, Ga

### **Position Summary**

Invision Technologies, LLC is looking for an experienced NOC Engineer to join our team. The ideal candidate exemplifies exceptional customer service while possessing the skills, knowledge, and aptitude to resolve complex client issues. The NOC Engineer will design, implement, troubleshoot, analyze, and maintain the IT Infrastructure of internal and external customer environments; including network connectivity and utilization, Windows server administration, virtualization, performance tuning, VoIP telephony, backup and restore. The NOC Engineer will also identify, research, and resolve technical problems while serving as an escalation point and mentor to entry and junior level technicians. The NOC Engineer will work regularly within client networks, server environments, Microsoft Active Directory/O365 environments, and with VoIP telephony systems. This is a full-time position based in Albany, Ga.

### **Responsibilities & Duties**

- Design and implement all aspects of IT networks for clients, including corporate and remote levels, whether new or improving the efficiency of existing networks.
- Provide architecture and implementation of network/infrastructure topologies
- Provide last level of escalation support for all network and server issues including availability, reliability, configuration management, disaster recovery/business continuity, and design
- Configure, test, and maintain LAN equipment and services, including switches, routers, firewalls and VPN
- Provide Infrastructure services in all areas needed: storage networking, Operating System, network security, directory services, server virtualization using system backup and restore, system and network monitoring, application installation and configuration
- Monitor RMM system alerts and notifications and respond accordingly
- Work with technicians and clients for developing solutions to meet client needs
- Create and maintain thorough documentation and configuration within company tools
- Identify automation and continuous process improvement opportunities
- Interface with third party vendors as liaison between client and vendor
- Participate in a 24x7 on-call rotation and after-hour upgrades to support managed services clients

- Other duties as assigned

### **Knowledge, Skills & Personal Qualities**

- Demonstrate excellence in customer service
- Demonstrate problem-solving strategies and practical knowledge
- Ability to diagnose and resolve issues balancing research, troubleshooting, and standard procedures
- Expert skills in Windows desktop administration, network systems, business applications, and VoIP
- Strong skills in Windows Server 2012/2016, Active Directory, DNS, DHCP, Group Policy, and PowerShell.
- Detailed working knowledge of IP Addressing, VLANs, Port Trunking, and Layer 3 routing
- Working knowledge of Network Monitoring and Management tools and processes
- Knowledge of Cyber Security fundamentals
- Demonstrated ability to work in a fast-paced environment

### **Required Qualifications**

- Experience with VMware, AWS/Azure Cloud technologies, and Office365 administration
- Experience with Windows Server 2012/2016, Active Directory, DNS, DHCP, Group Policy, and PowerShell
- 5+ years working experience as an IT systems administrator or equivalent Level II or III technical resource
- Proven track record of successfully working within a Network Operations Center.

### **Preferred Qualifications**

- Experience with a Managed Service Provider (MSP) in a NOC environment
- Familiarity with ConnectWise or similar service management platforms
- Professional IT Certifications, such as: Microsoft MCP, MCSA, or MCSE, SonicWall CSSA, Cisco CCNA, or VMware VCP

### **Benefits**

- Comprehensive health care plan including options for Dental, Vision, and ST/LT Disability
- Employer-provided life insurance at no cost to the employee
- 401k retirement plan with company matching contribution; employees may participate after completing 1 year of service
- Monthly mobile phone stipend
- Eighteen days of paid time off annually

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### **Disclaimer**

*The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all employees.*