

Job Title	Network Operations Centre (NOC) Engineer
Reports To	NOC Manager
Job Purpose	To install, maintain, monitor and troubleshoot Entanet customer and core network equipment such as routers, circuits, firewalls, servers etc

Key Responsibilities:

- Install, configure and carry out administration of networking and server environments, while defining, documenting and enforcing system standards
- Configure and maintain customer premises and core network level routing and switching equipment.
- Configure and maintain Unix/Linux/FreeBSD based internal server platforms as well as managed hosting services.
- Participate in the design and implementation of new solutions for Entanet, resellers and customers and improving resilience of the current environment.
- Maximise network and server infrastructure performance by monitoring, troubleshooting problems and outages, scheduling upgrades and collaborating with other departments.
- Ensure that all installation, maintenance and fault finding activities are conducted in accordance with good Health and Safety practices and ensure that all appropriate risk assessments are in place prior to any work being undertaken.
- Ensure that all events for installation, maintenance or faults are logged into the ticketing system with all required information (description, time frame, impact, resolution/ correction steps etc).
- Respond to all NOC ticket queues, including hardware provisioning and network peering to ensure requests are actioned in a timely manner.
- Ensure outstanding troubleshooting during faults or for customer escalated issues that solutions are delivered in a timely manner, with overtime if necessary.
- Provide remote support for on-site engineers and end users/customers during installation. Attend site for installation or troubleshooting when required.
- Participate in a 24x7 call-out rota if required.
- Ensure on-going maintenance and tidying of the data centres, workshop and lab in Telford.
- Share knowledge to the team when specialised in a technology by providing workshop / training courses.
- Coach and mentor other staff members as needed to ensure personnel are working issues as efficiently and accurately as possible in a team oriented professional culture.
- Review and update all the NOC documentation as needed.
- Ensure on-going maintenance and tidying of the data centres, workshop and lab in Telford.
- Stay on top of new technologies.

Person Specification

Requirements	Essential	Desirable
Education	Maths & English GCSE to Grade C or above or equivalent	Computing GCSE/A Level
Knowledge	Cisco IOS IP and associated routing protocols Client/server technologies Unix FreeBSD Basic command line scripting	Firewalls Programming OSPF, BGP protocols VoIP Virtualisation
Experience	1 st /2 nd Line Network Support 1 st /2 nd Line Systems Administration Experience in Data Centre environments	Worked within the Communications industry/ ISP
Skills	Good under pressure Very analytical Good troubleshooting skills	Managed small projects
Personal Qualities	Professional approach/attitude Adheres to industry standards	Confident talking to groups
Other Requirements (e.g. Driving Licence)	Driving Licence	