

JOB DESCRIPTION

I. JOB DETAILS

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| Job Title | NOC Engineer (Network Operations Center) | | |
| Function | Global Service Operations Center | Location | Noida |
| Direct Reporting to: | Operations | Matrix Reporting to: | NA |
| Staff Supervised | Direct Reports: NA | Matrix Reports: | NA |
| Job Titles of Direct Reports | NA | | |

About the Company:

Aeris Communication, Inc. provides IT Services. The company offers IoT solutions, mobility, services, connectivity and device platform as well as infrastructure services. Aeris Communications serves client worldwide.

The Aeris Noida Office is based in the heart of the Noida IT Hub in Sec 62 and boasts of a state-of –the art collaborative workspace. Open desks, vibrant atmosphere, recreation space and round the clock fully stocked cafeteria are just some of the perks. We have one of the best health and insurance benefit schemes in the industry. With a lean process-based culture, we believe that written policies are a poor replacement for sound judgement.

Website: <https://www.aeris.com/in/>

II. JOB PURPOSE

To monitor large networks and servers for problems from a central location. Analyze problems, perform troubleshooting and incident response on the system, escalate to next level and track problems through to resolution

III. KEY RESPONSIBILITIES

Monitor Systems

- ✓ NOC Engineers does Alarm monitoring of the Aeris network, responding to trouble indications. When an issue is identified, NOC Engineers work to determine the cause of the problem.
- ✓ Reviews network data and performance documentation to ensure the Aeris network is operating properly and as designed
- ✓ Provide expertise in customer support/NOC and network monitoring to department peers.
- ✓ Required to work in 24*7 shift and on call on weekend.

Troubleshoot Problems

- ✓ When a problem impacts the network, the NOC Engineer works to triage or troubleshoot the problem, if possible. NOCs generally have standard operating procedures that the NOC Engineer will closely follow. This may include coordinating with third-party vendors, customer contacts, or other internal teams.

Tracking of all Issues

- ✓ While responding to incidents, the NOC Engineer must carefully track and document all issues and resolutions in detail. This increases the knowledge base of the NOC and is a record of the health of the system. Often, the NOC has a ticketing system that the NOC Engineer is responsible for updating.

Report Incidents

- ✓ When problems are too large or complex for quick troubleshooting, NOC Engineers must escalate the issue to next level and vendors for assistance in reaching a resolution. NOC Engineers maintain ongoing communication within the team and externally, to keep all stakeholders aware of relevant, known issues and the steps being taken.

IV. KEY PERFORMANCE INDICATORS

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| Measurable Deliverables | <ul style="list-style-type: none"> ✓ TAT in query resolution ✓ Efficacy in troubleshoot the queries ✓ Accurate and timely reports |
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V. QUALIFICATIONS, CERTIFICATIONS AND EXPERIENCE

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| Minimum Qualifications | Degree within Electronics Engineering/Telecommunication |
| Specific experience | Minimum 2 years of experience with any Certification related to Telecom or Networking shall be an added advantage |
| Overall experience | 2 – 6 years |
| Technical Skills | <ul style="list-style-type: none"> ✓ Good Knowledge of various telecom networks (GSM/ WCDMA/ LTE networks) ✓ Service Performance indicators and their interpretation. ✓ Working experience in either Access, Core, Transport networks ✓ Knowledge of routers/switches/firewall desired but is not mandatory ✓ Knowledge of various telecom protocols, signaling, and SS7 layers is desired. |
| Personality Attributes | <ul style="list-style-type: none"> ✓ Must possess strong interpersonal skills and have the ability to interact with all levels of employees in a professional manner. ✓ Must possess good communication skills and fluent in English speaking and Writing ✓ Strict adherence to company policies, confidentiality, and mature judgment must be demonstrated at all times ✓ Desire to excel, capability to drive the solution of a problem and flexibility in work schedule ✓ Ready to work in shifts 24x7 |
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