

Key Accountabilities: Supervisor - NOC

- Supervise a 24x7x365 Network Operation Center's (NOC) shift operations and personnel.
- Assign and manage the work load of shift personnel, as well as escalate resource constraints to management.
- Oversee day-to-day NOC operations, escalations, ticketing and communications with all customers.
- Ensure that the NOC goes beyond what is required as defined by Service Level Agreements.
- Further develop process and procedures within the NOC.
- Update and maintain documentation associated with processes and procedures (run books).
- Continuously improve and develop systems to proactively monitor the infrastructure we manage.
- Hire, train, mentor and develop Level 1 / Level 2 technicians.
- Manage the troubleshooting of major issues with NOC monitoring tools.
- Enterprise Monitoring (SolarWinds) will report to this position.
- Coordinate efforts to identify root cause and recommend solutions.
- Maintain and update all Data Center design documentation.
- Manage and coordinate monthly maintenance.
- Provides leadership and coordination on projects assigned.
- Identify areas for process and efficiency improvement within the Data Center and Enterprise; recommend prioritized enhancements and oversee implementation.
- Strong experience in process and process development including the development and measurement of KPI's.
- Ensure that systemic issues have appropriate resolution paths.
- Identify and document root cause for priority issues.
- Generate key reports for management including but not limited to: system availability, service level agreements, ticket resolution and customer issues.
- Work alongside and ensure mentoring of NOC personnel is occurring to ensure all staff is acquiring the necessary skill sets to perform their job functions and meet departmental and individual goals.
- Continues to develop professional skills in the information systems fields through trade magazines, manuals, seminars, and courses. Assist in training staff.
- Performs complex systems administration duties on a regular and continuous basis.
- Performs all other related duties as assigned.
- Is subject to call 24 hours, 7 days a week.