

**Position:** NOC Tech 3<sup>rd</sup> Shift

**Location:** reports to Metro Office (could require travel to surrounding areas)

**Sullivan Office:** 8 South Washington, Sullivan IL

**Position Summary:**

Full-time position as a NOC Technician. 3<sup>rd</sup> shift, 10pm-6am with some schedule flexibility. The NOC Support Technician will be responsible for day-to-day monitoring of systems and applications. Daily activities will be driven primarily by recurring system health checks and responding to system alerts. The tech will be responsible for monitoring operations and servicing servers, networks and telecom equipment. The individual will be expected to diagnose issues and communicate issues with other members of the Metro team. Must be able to efficiently work on and troubleshoot equipment. Individual should be familiar working with customers, trouble tickets, and writing up documentation on different incidents. This position requires background knowledge/experience on maintaining networks, servers, and telecom equipment.

**Qualifications:**

- 2 years working in a Network Operations Center environment or in a Customer Support/Technical Support position.
- Exceptional interpersonal and customer service skills with the ability to ascertain information and maintain dialogue with multiple teams as to the status of a particular issue.
- Solid problem-solving abilities.
- Self-starter capable of working independently or in groups.
- Knowledge / experience with wireless devices and applications.
- Knowledge / experience with basic networking concepts.

**Benefits:**

- Small business culture
- Working for a growing and respected firm
- Healthcare Benefits
- 401k Match Program
- Paid Holidays Off
- Gym Discount

**Personal Qualities:**

- Analytical Thinking– Exceptional ability to analyze data and utilize it to make a sound decision
- Results focused– Ability to organize and manage multiple, and at time competing priorities
- Communication Skills– Demonstrate communication skills necessary to interpret policies/instructions
- Relationship building skills– ability to work within a dynamic team setting
- Reliable – Trustworthy to arrive on time to job sites and get to succeeding locations promptly

**Salary:** up to \$50,000 - \$90,000 based on experience

**Job Type:** Full-time 10pm – 6am