



Position Description – Network Operation Centre Support

1. POSITION DETAILS

Position Title: **Network Operation Centre (NOC) Support**

Name of Incumbent:

Signed:

Date Effective:

Approved By: Jenifer Clift

Signed:

Date Approved:

2. ORGANISATIONAL RELATIONSHIP

Reports to: Support Manager

Supervises: Nil

Internal Liaisons: Managers
Administration Staff
Technical Staff
Sales Staff

External Liaisons: Clients
Vendors

3. PRIMARY PURPOSE OF POSITION

The primary purpose of this position is to ensure the stable operation of client networks and computers.

4. POSITION OBJECTIVES

The NOC Support Role is responsible for

- Maintaining and supporting network hardware, computers, and software and communication links
- Analyzing and resolving Client's hardware and software computer problems
- Providing quality client service support by evaluating client issues, prioritising and taking necessary action to resolve
- Maintaining, testing, monitoring and troubleshooting Client's networks and all related hardware and software in order to meet required Service Level Agreements
- Installing, configuring & testing desktops & network devices on customer sites
- Promptly escalate problems to senior staff when unable to resolve
- Ensure all work undertaken is recorded in service desk system (Autotask)
- Maintaining and upholding relevant system documentation in the DWM documentation system. This includes manuals, procedures and all relevant client network detail
- Supporting and assisting other staff members during staff absence and at times of peak demand
- Participate in other duties and projects under the direction of the management team

5. QUALIFICATIONS, SKILLS & KNOWLEDGE

- Minimum Certificate III in IT and 4 years industry IT experience.
- An understanding of maintaining server & computer hardware & associated network equipment
- Knowledge of application support including operating systems, back-up, anti-virus and spam, email, patching, network monitoring and other network applications
- Ability to research, understand and implement technical documentation and procedures to provide network support to a basic level
- High level of customer service skills
- Excellent organisational skills with demonstrated ability to prioritise and complete tasks to meet SLA's
- Possession of a current driver's license is required

6. MANAGEMENT SKILLS

- Ability to effectively plan, organise and manage own time to achieve targets and meet deadlines.
- To be able to demonstrate a strong commitment to change processes.
- Ability to liaise and seek advice from senior staff or management where necessary.
- Awareness of Occupational Health & Safety procedures and a commitment to comply.

7. INTERPERSONAL SKILLS

- Ability to show understanding and patience in communicating with Clients and other staff members.
- Oral and written communication skills of an order sufficient to effectively establish rapport with internal staff, clients and vendors
- Technical skills and computer literacy with well developed investigative, analytical and problem solving skills
- Actively participate in a team environment
- Maintain a personal professional presentation

8. SELECTION CRITERIA

- Minimum Certificate III in IT and 1 year industry IT experience or minimum 2 years industry IT experience
- Demonstrated technical skills and computer literacy with developing investigative, analytical and problem solving skills
- An understanding of Microsoft network environments including related hardware and software
- An understanding of a Service Desk system and the service it provides
- Proven excellent Customer Service Skills and Interpersonal skills both verbal and written and the ability to communicate effectively with a wide range of people
- The ability to be self motivated and to work with minimal supervision as well as part of a small team
- Demonstrated ability to maintain confidentiality and exercise discretion