



JOB DESCRIPTION

JOB TITLE:	NOC Technician
LOCATION:	WFH
Responsibilities	<p>Job Summary:</p> <p>This position is responsible for monitoring Enterprise Tech (IT/MIS) system, including web site, interneural application, infrastructure, and Datacenter environment. Verify, identify, respond by the following SOP, keep improving the monitor system and method, as Information center manage/tracking incidents outage, announcement, assist to other tech team. Does schedule/emergency maintenance. Provide remote support during helpdesk team off hours. Work with client team members to provide 24x7 coverage.</p> <ul style="list-style-type: none"> <li>Respond to alerts (All channels, central alert platform, emails, chat, phone calls) Following SOP, meet SLA, and provide timely response according to the different priorities of alert. and follow up. The priority is to reduce downtime/impact as much as possible, take proper workaround if applicable, record the incident, and track and report.</li> <li>Work with vendor NOC/Client NOC, to report, follow up if necessary, and escalate Client tier2 engineer/ developer until the issue is resolved.</li> <li>Report outdated/errors in SOP, and other related documents for better collaboration, and training of new members. Attending team meetings.</li> <li>Cover partial end-user remote support during non-working hours while on duty. (do not require on-call while off shift), may work on different shift schedules to cover holidays or weekends Daytime.</li> </ul> <p><u>Central Alert system</u>: an inhouse build system - Event Hub, based on opensource project Alerta  <u>Ticketing system</u>: Jira  <u>Document library</u>: Confluence  <u>Office</u> (document, training material): Office 365  <u>Collaboration</u>: Microsoft Teams, Email  <u>Monitor system</u>: Zabbix, ELK, FortiSIEM, Grafana, Prometheus, Cacti, CDN Vendor portal, DELL OME, Pingdom, and some in-house build tools  <u>Server</u>: DELL iDRAC, VMware Vcenter</p>
Qualifications and Requirements	<ul style="list-style-type: none"> <li>At least 2 years of similar experience in last 5 years. Working in Tech support desk, IT Operation, DevOps, Service reliability, NOC or SOC technician position</li> <li>BS in Computer Science or equivalent experience.</li> <li>Familiar with Linux (CentOS, Ubuntu), Windows (server 2008 or above) command line, and system command.</li> <li>Familiar with Web technology, and web application troubleshooting.</li> <li>Basic virtualization (VMware), container experience.</li> <li>Basic information security knowledge. (Understands MFA, SSO, CVE, port SCAN, SQL injection, DDoS, DOS, bot, ACL, Firewall, IPS, WAF, whitelist, blacklist ...)</li> <li>Must be able to speak, read, write comprehend English, mandarin Chinese is plus</li> <li>Basic knowledge of troubleshooting hardware/software issues including removal/replacement of hard drives, memory, etc. for both laptop and desktop computers. Adept with Excel, PowerPoint, and text editor tools.</li> <li>Understanding of basic network technologies including TCP/IP, DHCP, DNS, HTTP(s), TLS (certificate), Routing, Switching, Subnet mask, VLAN, SNMP, NetFlow, Load Balance, CDN</li> </ul>

	<ul style="list-style-type: none"> <li>• Understanding of basic server/storage technologies including physical, VM, Docker, Cloud, SAN, and RAID. Know how to use remote management tools (RDP, SCCM, SSH, IPMI, DRAC...)</li> <li>• Familiar with monitoring/logging tools such as Zabbix, Prometheus Cacti, and ELK, Grafana in addition to a set of internal custom tools used in network/system/application management.</li> </ul>
	<p>Abilities Required:</p> <ul style="list-style-type: none"> <li>• Be flexible and able to work with the team. And mixed home language environment.</li> <li>• Be patient with others.</li> <li>• Preferably MCP, CCNA, or any type of information security certified.</li> <li>• Must possess excellent communication skills. And the follow-up, be responsible and proactive.</li> <li>• Be flexible on the time shift, i.e. may work on a different day through the week, rather than Mon-Fri 8:00-17:00</li> </ul> <p>Physical Demands:</p> <ul style="list-style-type: none"> <li>• Pass basic color-blind test and hearing test (alert/chart may rely on different color and voice)</li> <li>• Wear a headset, and in front of the computer for as much as 4 hours continuously</li> <li>• Expect loud alert noise from the computer speaker during work.</li> <li>• The noise level in the work environment is moderate.</li> <li>• More computer monitors surround (dashboard)</li> </ul>

