Job Description – NOC Engineer

The Network Operation Centre (NOC) have three main roles:

1. to ensure maximum possible service availability and performance
2. to provision customer network services on core equipment
3. to provide support services for Engineering and other technical teams

These result in a highly diverse range of duties for the NOC - our engineers are required to ensure they are fulfilled in a timely, co-operative and professional manner.

We interact frequently with technical support, service provisioning and sales teams so it's important that we are clear and concise in our communications. We also work very closely with the Engineering team and as such need to develop a good all-round understanding of systems and networks. Diligence and attention to detail are also key skills along with an ability to multi-task and prioritise work appropriately.

We don't expect you to have all the required knowledge when you join us as many of these skills can be picked up through experience in the job, but those who do need to learn new skills must be prepared to spend time doing suitable research to ensure their grounding is thorough and properly understood. As your knowledge and confidence develop you may be asked to join our call-out rota providing 24x7 support on our core network and services.

Importantly, NOC engineers must have a solid understanding of Zen's products and processes; they must be eager and quick to learn, be clear communicators and must be able to use their initiative to tackle a broad range of problems.

Duties and Responsibilities:

- Manage and maintain the Zen Monitoring Systems (these report on the status and performance of Zen's network, ISP services and facilities).
- Fault handling and escalation (identifying and responding to faults on Zen's systems and networks, liaising with 3rd party suppliers, handling escalation through to resolution).
- Provisioning (IP assignment, core network configuration, DNS setup, monitoring and graphing for co-location, leased lines, customer backup and other customer network services).
- Server build and installs, application upgrades, network equipment build and installation. Maintaining hardware serial audits, writing custom monitoring plugins and configuring bespoke graphing.
- Facilities maintenance (monitoring and management of air-conditioning, UPS, generators, power usage, running health and safety and housekeeping checks at Zen POPs).
- Facilities provisioning (installing racks, setting up power, installing ethernet, fibre and console cabling, remote power and KVM).
- Maintenance of WIKI and technical documentation (for NOC) of processes and procedures used throughout normal operations.
- Development of knowledge and skills in network and system administration, particularly with regard to Zen's own architecture and platforms.
- Tier 3 Support for co-location, customer backup network and ISP services.
- Participate in a 24x7 call-out rota if required.

Qualifications, Experience and Skills:

- A minimum of 12-18 months experience in a Technical Support or similar role.
- Good communicator with a natural aptitude for dealing with people.
- Good network diagnostic skills.
- Basic Linux CLI skills.
- Basic sysadmin skills.
- Work well in a busy team, being quick to learn and able to deal with a wide range of issues.
- Strong analytical skills and able to collate and interpret data from various sources.
- Ability to assess and prioritise faults and respond or escalate accordingly.
- Must be able to get to two of Zen's North West sites within 1½ hrs. outside of normal office hours (to be part of the call-out rota).

PERSON SPECIFICATION: NOC ENGINEER

	ESSENTIAL REQUIREMENT	DESIRABLE REQUIREMENT
QUALIFICATIONS and EXPERIENCE	Min 12-18 Months experience in a Technical Support or similar role.	Proven track record within a NOC, IT or ISP environment.
		Good academic background with a degree or equivalent qualification in Information Technology, Business Studies, Computing or relevant subject.
SKILLS REQUIRED	Basic knowledge of the OSI model, switching and internet routing technologies (to junior network administrator level).	Experience with switching and internet routing technologies. Strong network diagnostic skills.
	Knowledge of Linux kernel, command line and system diagnostics (to junior sysadmin level).	Experience configuring internet applications such as Apache, Exim, BIND.
	Basic understanding of network monitoring concepts and management tools.	Experience of network monitoring tools and protocols (MRTG, RRD, NAGIOS, SNMP).
	Exposure to scripting basics.	Experience of scripting (Perl, Bash) and other web application languages (SQL,PHP).
	Able to collate and interpret data from various sources.	Experience of analysing system and network performance using monitoring and graphical data.
	Ability to assess faults, prioritise, respond and escalate accordingly.	Experience of diagnosing network and service issues, following them through to resolution.
	Capable of multi-tasking, good time management and prioritisation of workload.	Keen to be involved in a wide variety of ISP services.
	Clear communicator (both written and verbal).	Good technical or WIKI documentation skills.

ABILITY DISPOSITION/ MOTIVATION	Willing to learn and develop new skills.	Good self-awareness. Actively seeks out tasks that help develop skills and knowledge.
	Ability to work on own initiative.	Actively seeks ways of improving existing systems and processes.
	'Can do' attitude.	Flexible and adaptable approach to problem solving.
	Co-operate with other teams.	Actively encourage strong working relationships with other teams.
OTHER	Eligible to work in the UK. English as a first language.	
	Full, clean UK Driver's license and own transport (for call-out). Within 1½ hrs. normal travel time of two of the following sites: Zen HQ (Rochdale), Telecity (Manchester), Zen POP (Leeds)	

Starting Salary: c.£22K – 28K, Depending on experience, plus Benefits

Benefits:
- Salary reviewed every 6 months
- Investment in training
- Optional Group Pension Plan with employer contributions
- Optional opportunity to join a Medicash scheme at corporate discounted rates
- 22 days annual leave, rising to a maximum of 28 days – dependent upon service
- Free home broadband account (8Mbps); and discounted products and services
- Free car parking
- Discretionary annual bonus, payable in December, dependent upon company performance
- Notice period: one month

Hours: 37.5 hours per week, 9am - 5pm Monday to Friday