

Job Title: NOC Tier 1 Analyst (Night Shift)

Place of Performance: Ashburn, VA

Job Description:

The NOC Tier 1 Analyst (Night Shift) will be responsible for monitoring network services and responding to events and alarms, supporting the incident management process, including defining the impact, resolving, and properly escalating incidents. In addition, the Tier 1 Analyst will support service requests for a highly critical and dynamic WAN/LAN/MAN. The NOC operates 24/7/365, the NOC will be staffed with shift schedules and the candidate will be a member of a team working one of those shifts. The NOC will collectively work to maintain the Network to meet performance and stability goals allowing our customer to meet our business needs.

Candidate must understand the fundamentals of the OSI model Layers 1-3. In addition, understand fundamentals of TCP/IP and the functions of NW technologies. Candidate must possess a working understanding of NW security devices, IPsec VPNs, TCP/IP, Routing, Switching, VRF, VLANs, Bandwidth Utilization, and Load Balancers.

Candidate must be capable to setup tools and capture, mine and interpret data from Wireshark, Syslog, Netscout, and SteelCentral to maintain and restore overall network health.

Candidate must have demonstrable experience in two or more of the following areas:

- Navigating Cisco Switches and Routers
Navigating Juniper Switches and Routers
Creating VIPs, adding/removing Pool Members, renewing/modifying SSL CERTS on F5 devices
Managing NW device configurations via HPNA

Using Infoblox to assign, unallocated, and modify IPs and Subnets.
Using TACACS to add devices, create and manage access structures and accounts, and run reports using Remedy and Atrium software from BMC to in a NOC setting

Candidate must demonstrate understanding of Incident, Change, Problem and Request management practices. Having ITIL V3 Fundamental certification a plus.

The individual will work with multiple teams to resolve incidents in the production systems. The individual must possess interpersonal and relationship skills necessary to work with a diverse team of users, engineers, service desk, and technical support members with diverse backgrounds.

The ability to multi-task and manage multiple priorities while working independently will also be required. The individual will have the discipline to follow processes and adhere to standards.

Minimum 3-5 Service Desk or NOC (NOC preferred)

High School graduate required Associate or Bachelor's in computer related field preferred.

ITIL Fundamental certification a plus

Cisco Certified Network Associate (CCNA) highly desired

Security certifications (CISSP, Security+ as examples) preferred