

NOTICE OF JOB AVAILABILITY FOR INVISION TECHNOLOGIES LLC

TITLE: Network Operations Center (NOC) Engineer

DUTIES INCLUDE:

Support Invision Technologies, LLC's client base by addressing challenging network computing issues. Troubleshoot network equipment and service-related problems with remote control Technologies. Analyze remote monitoring reports to identify capacity and performance issues and remediate them. Document all activities conducted. Manage, maintain, troubleshoot and support our users' networks, equipment, software and services. Leverage technical training opportunities to improve skills. Maintain user uptime and improve user computing experiences through proactive remote monitoring, maintenance and problem identification and resolution activities. Grow and develop the organization's perception with existing customers through exceptional customer service. Identify hardware, network and service problems and work within a structured problem management and resolution process to remediate them within established SLAs. Work with other resources and vendors to deliver effective support services. Identify, document and troubleshoot customer network and computing issues to resolution. Maintain customer satisfaction. Utilize remote monitoring and management (RMM) and professional services automation (PSA) solutions along with other service-specific tools and technologies to deliver remote network environment support services and update service request information, answer technical support calls, assign ticket severity, prioritize work accordingly, and collaborate and work with other staff and vendor support resources to resolve issues. Manage overall relationships and coordinate required resources to respond to complex IT requirements. Participate in ongoing training and attainment of manufacturer certifications, developing and maintaining relationships with user and vendor contacts. Prepare and present service and monitoring reports to management regularly. Use knowledge of our supported technologies: Microsoft Server 2003/2008, Microsoft Exchange Server, Cisco CLI and Mikrotik to perform duties. Communicate effectively with users and vendors. Use VoIP, Sonicwall, web server and database programming technologies.

SALARY: \$65,562/year

SCHEDULE: 40 hours per week, Monday through Friday, 9:00 AM to 6:00 PM.

REQUIREMENTS: Five years of experience with network operations management, maintenance, analysis and troubleshooting using Mikrotik, Asterisk and VOIP and Mikrotik MTCNA, MTCRE, MTCWE, MTCTC and MTCIPv6 certifications.

JOB LOCATION: 310 Over Court, Albany, GA 31721

CONTACT: DeAnn Ramsey at jobs@invtech.com.