



## **JOB TITLE: NOC TECHNICIAN I**

### **JOB PURPOSE:**

Provide customer/internal support for desktop/server/network, software, hardware and peripherals. Answer questions or resolve computer problems for clients in person, via telephone or from a remote location.

### **ESSENTIAL FUNCTIONS:**

Handle a high volume of incoming calls from customers and performing initial trouble shooting  
Desktop/server/network support, application, printing, network and application password changes  
Maintain accurate ticket creation and resolution in company Help Desk System (Connectwise)  
Update Help desk knowledge base with proven resolutions  
Customer prioritization and communication regarding problem resolution strategy and scheduled completion  
Escalate tickets to appropriate second level support as required  
General Computer maintenance  
Monitor Customer computer/network environments  
Monitor internal network/systems  
Proactive approach to identifying operational improvements  
Adhere to safety policy/procedures  
Flexibility in schedule to provide coverage to include days, nights, weekends and holidays  
Comply with the requirements of applicable certifications, legal and regulatory requirements, standards, and the Information Security Management System

### **ADDITIONAL RESPONSIBILITIES:**

Special Project coordination assigned by management.  
Cross train with other IT associates  
General housekeeping duties  
Overtime as required  
Other duties as assigned.

### **EDUCATION / EXPERIENCE:**

Degree: Entry level - High school diploma or GED required. 0-1 years of related work experience. Certifications are a plus.



## PERSONAL CHARACTERISTICS:

Must be self directed to accomplish goals but function as part of a team; willingness to interact/work with people of diverse cultures, races, and/or nationalities.

## OTHER FACTORS:

Motor vehicle record check(s) required for company vehicle. Must pass back ground check and drug screening. A valid driver's license is required.



## A TEAM ABOVE ALL. ABOVE ALL A TEAM.

<b>20+ YEARS</b> pioneering managed network services	<b>300+</b> enterprise customers	<b>24</b> countries serviced	<b>EXP Staff</b> 20+ vendor certifications	<b>95%</b> customer retention rate
<b>24/7</b> NOC	<b>80,000</b> Square Foot "World Class" Data Center	<b>94% Resolution</b> World Class Service Desk	<b>3 Major</b> Compliance Certifications HIPAA/SOC/PCI	

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