



CAREERS

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
Accept and trouble shoot tickets handed up from Level I. Escalate tickets to appropriate next level support when required
Participate in a weekly on-call rotating schedule
General Computer maintenance
Monitor Customer computer/network environments
Monitor internal network/systems
Proactive approach to identifying operational improvements
Adhere to safety policy/procedures
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.
Flexibility in schedule to provide coverage to include days, nights, weekends and holidays
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 and 1 or more years of related work experience. An Associate's Degree or higher in Information Technology may substitute 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 background check and drug screening. A valid driver's license is required.



**A TEAM ABOVE ALL.
ABOVE ALL A TEAM.**



20+
YEARS
pioneering
managed network
services

300+
enterprise
customers

24
countries
serviced

EXP Staff
20+ vendor certifications

95%
customer retention
rate

24/7
NOC

80,000
Square Foot "World Class"
Data Center

94% Resolution
World Class Service Desk

3 Major
Compliance Certifications
HIPAA/SOC/PCI