

NOC ENGINEER

In a continuously evolving industry, we are looking for highly skilled professionals that are passionate about excellence, are results-oriented, and have a long-term commitment to the company. Working at CTEX, means being part of a team, expressing concerns, dealing with constructive criticism, and always focused on finding new and creative ways to enable our customers to meet their challenges and opportunities.

JOB TITLE: NOC ENGINEER

SUMMARY Plans and directs the activities of CTEX's multi-tenant data center operations to ensure performance, availability, reliability, and security of all internal and customer production systems. Part of CTEX's management team, responsible for operationalizing the company's products and services portfolio. Includes finalization of technology product selection, implementation, development of operational procedures and finalizing customer service terms and conditions. Leads day to day operations and customer service management.

RESPONSIBILITIES

- Manage and maintain the CTEX Monitoring Systems (these report on the status and performance of CTEX network, ISP services and facilities).
- Fault handling and escalation (identifying and responding to faults on CTEX'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 colocation, 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 customized graphing.
- Facilities maintenance (monitoring and management of air-conditioning, UPS, generators, power usage, running health and safety and housekeeping checks).
- Facilities provisioning (installing racks, setting up power, installing Ethernet, fiber and console cabling, remote power and KVM). Ensures all production service levels are achieved,
- Maintenance and technical documentation (for NOC) of processes and procedures used throughout normal operations. Analyzes operational requirements, issues, and opportunities to improve operations,
- Development of knowledge and skills in network and system administration, particularly with regard to CTEX's own architecture and platforms.
- Tier 3 Support for co-location, customer backup network and ISP services.
- Participate in a 24x7 call-out support if required.

BACKGROUND & EXPERIENCE

- A minimum of 2- 3 years experience in a Technical Support or similar role.
- Good communicator with a natural aptitude for dealing with people. Minimum 10 years business unit experience
- Good network diagnostic
- Basic Linux CLI skills
- Basic system administration skills
- Excellent written and oral communication, and interpersonal skills.
- Ability to assess and prioritize faults and respond or escalate accordingly

BENEFITS CTEX offers its employees a rich selection of benefits designed to help them advance their careers and ultimately to finding the perfect work-life balance. Ultimately, developing your passion, realizing your vision and. satisfying your desire to be the best is your personal responsibility. We will make sure to help you get there.

INQUIRIES Submit inquiries to careers@ctexpartners.com. For more information, visit our website at www.ctexpartners.com