

NOC Analyst



Job Title

NOC Analyst

Department

NOC Service

Reporting to

NOC Service Desk Team Leader

The Role

Summary of Job Function

The NOC team is responsible for ensuring the smooth running of both our internal and our clients' IT infrastructures by proactively monitoring for faults or other potentially service-affecting issues.

It is a NOC Analyst's responsibility identify and log to then triage, troubleshoot and resolve these issues in order to restore service or avoid further outage.

You will need to take ownership of and manage all requests, managing the process through to successful resolution, whilst ensuring a consistently high level of customer service at all times.

You will be a key part of a growing team of skilled analysts working on a 24x7 service desk who have a great deal of knowledge and experience to help you succeed and grow in a career the IT field.

Primary Responsibilities

| Responsibility | Weighting (%) |
|---|---------------|
| Monitor PRTG/SDP for alerts and auto generated tickets, ensuring they are acted upon to SLA | 60 |
| Backups – Resolving faults and performing restores. | 30 |
| Problems/Proactives/Projects | 10 |

Primary Responsibilities

- + Proactively monitoring our internal and customer infrastructures using the company's monitoring tools. These will include the following types of devices and systems: Routers, Switches, Firewalls, WAPs, Servers, Server applications, Storage, Virtualisation Platforms such as VMware and Hyper-V, and Backups
- + First point of call for incidents raised by monitoring system
- + Daily backup checks via internal monitoring system
- + Categorising and prioritising incidents based on operational impact and urgency in line with ITIL methodology
- + Responding to incidents identified by our monitoring systems, triaging reported issues and resolving them, escalating them where necessary
- + Identifying and escalation of recurring incidents to facilitate problem management
- + Remotely troubleshooting network connections in a LAN, WAN, and WLAN environments
- + Domain / SSL Certificate provisioning and administration
- + Liaising with Third-Party Suppliers where necessary to resolve faults
- + Maintaining and updating internal documentation

KPIs

- + Fix SLAs of tickets > 85%
- + Logging time within tickets > 400 mins
- + Customer Satisfaction
- + Backup failures before escalating < 2
- + First Contact Resolution > 65%

Core Competencies

- + A good eye for detail
- + Enjoys problem solving
- + A desire to provide excellent, proactive, customer service
- + Well organised, able to multitask
- + Exceptional written and verbal communication

Our Company

Wanstor delivers IT services that enable organisations to achieve their growth ambitions by transforming how they work. We help organisations become more productive, more profitable, and more agile, by empowering them with best-in class technologies and expert teams.

In our 18th year, the company has grown year on year and we now have a team of over 180 staff. We are headquartered in London Bridge, and have a hub office in Hemel Hempstead, as well as a large team of remote staff across the UK.

Our IT services span the full technology stack, from Infrastructure & Networking solutions to Digital and development. Wanstor provide a full support service which includes 24-hour helpdesk, network monitoring and on-site support.

Our customers are some of the biggest brand names in the UK, and our consultants are some of the most skilled networking experts in the country. As a service centric organisation, we see people as our best competitive advantage as we strive to provide an unsurpassed service to our customers.

We expect a lot but at the same time are extremely supportive as we look to help realise each person's potential in building a successful career at Wanstor.

Commitment to Core Values

We align ourselves to a core set of values and behaviours.

- + **Customer Advocates:** Put customers at the heart of what you do, to consider their needs with every decision you make
- + **Proactive:** Leave things better than you found them. Drive change, don't just talk about it.
- + **Growth Mindset:** Learn on reflection, embrace change, and seek to continuously improve. Take opportunities to share knowledge with others
- + **Trust:** Do what is right, not what is easy. Instil confidence through proactive communication.
- + **Winning Teams:** Don't settle for average, inspire others with your ambition and enthusiasm.



Customer Advocates



Proactive



Growth Mindset



Trust



Winning Teams