



Title: GNOC SUPPORT ENGINEER

Location: Newark, New Jersey

Position Description:

The GNOC support Engineer position is based out of IDT Corp headquarters located in Newark, New Jersey. The main role of a GNOC Support Engineer is to proactively monitor and resolve all production alerts associated with all IDT production services. (Wholesale and Retail VOIP termination, Money Transfer, Bill Payment, IMTU/DMTU, IP PBX, Mobile Applications, Web Portals, Cable telephony, etc.)

The position is also accountable for monitoring and resolving issues related to critical back-end support systems related to CDR processing, Credit Card processing. Report processing and other applications related to the everyday needs of the business.

Candidates who possess the qualities of a system administrator, network engineer, and customer service agent will thrive in this environment.

The ideal candidate will be able to work in a 24x7x365 environment including overnight, weekends and Holidays. Candidates must be self-motivated, possess excellent troubleshooting, communication and analytical skills while working in a team atmosphere. Candidates for this position should have a general network troubleshooting background as well as experience in various platforms (UNIX/Linux, Windows OS, Oracle DB, etc.).

Job Duties:

- Proactively monitor all production networks, applications and services.
- Respond to & resolve alerts/alarms according to standard operating procedures.
- Track all issues in a ticketing system.
- Escalate alerts/issues to appropriate support team and work with Support team towards a timely resolution.
- Provide internal and external customers with status updates adhering to SLA processes and procedures.
- Be able to interact with our customers both professionally and technically.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, Engineering, or other technical degree.
- Minimum 3 years of experience in a Network Operations Center (NOC), IT help Desk, or technical support organization.
- Excellent problem solving, debugging/troubleshooting skills.
- Working knowledge of Cisco and/or Juniper network devices and possess the ability to troubleshoot and isolate LAN/WAN events

- CCENT/CCNA or equivalent training preferred
- Knowledge of Windows OS (all), Linux, VMware systems, and Cloud Computing.
- MCSA/MCSE or equivalent training desired
- Amazon AWS Solutions and Associate Certifications preferred.
- Familiarity and /or proficiency and Analytical Tools (New Relic, Google Analytics, Splunk).
- Experience using network protocol analyzers such as Wireshark is desired.

To apply for this position, please e-mail your resume to susan.nankivell@idt.net.