Position 1: **N.O.C** (Network Operations Center)

The NOC covers three main roles:

1. Ensures an activity's **continuity of service**, without interruption
2. Monitors **systems and networks equipment**
3. Provides a technical client support service

Tasks and Responsibilities:

- Manage and maintain the monitoring systems
- Fault handling and escalation (identify and respond to systems and networks' problems, direct liaising with clients, follow-up of incidents until they are solved)
- Prepare daily reports regarding clients' infrastructure status. Ensure that all required documents are complete and accurate. Support clients in their daily activities to ensure them a continuity of activity without interruption.
- Ability to recognize emergency situations and respond accordingly. Analyze incidents accurately to solve these quickly.
- Maintain the required knowledge up-to-date
- Maintain the technical documentation, the processes and procedures used for daily operations
- Develop network and system administration's knowledge and skills
- Work in rotation shifts (cover 24/7/365)

Qualifications, Experience and Skills:

- Good command of English or French (speaking, listening, reading and writing)
- Work in team, in an autonomous way
- Knowledge about networks
- Strong analytical skills, ability to collect and interpret data from various sources
- Ability to assess and prioritize faults, and to respond or escalate these accordingly
- Capacity to work under high pressure

Please send your CV to: admin@amagumolabs.com or Ms. Trang Tel: 0903 100 584
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