**Position: 2**

**Position Title: NOC Engineer**

**Location: Remote
Rate: $60/Hr. on C2C (Non- Negotiable)**

* The candidate must have a Bachelor’s/Master’s degree in IT/ Computer Science or equivalent. Professional Qualification

**Roles and Responsibilities**

* Monitor and take corrective actions for hosted environment.
* Helps customers to solve reported product and network problems of varied complexity.
* Replicate the customer issues in lab environment.
* Work with engineering teams to replicate customer issues and test possible fixes.
* Work on problems of diverse scope across all solutions from Versa.
* Incident/ticket lifecycle management.
* Setting up infrastructure.
* Create knowledge articles.
* Ability to write bash/python scripts(optional).

**Essential Skills**

* SD-WAN, ROUTING, OSPF & BGP, MPLS, L3 VPN
* TCP/IP protocol suite, SFW, NGFW
* Good understanding of IPSec VPN/SSL-VPN/NAT/GRE.
* Hands-on experience in anti-virus software, intrusion detection, firewalls, and content filtering.
* Understanding of security logs, vulnerabilities, CVEs, threat map.
* Experience in handling perimeter security, endpoint security, web, and email security.
* Well verse with ticketing related process.
* Working knowledge of Linux/Unix environment.
* Good understanding of Virtualization and related technologies.
* Experience managing, supporting, and deploying network infrastructures.
* Strong ability to diagnose server or network alerts, events, or issues.
* Understanding of common information architecture frameworks.
* Excellent time management and organizational skills, and ability to handle multiple concurrent tasks and projects with minimal supervision.
* Good oral and written communication skills, and ability to address conflict with others constructively.
* Ability to work in 24x7 rotational shifts.

**Desired Skills**

* Experience in configuration and troubleshooting networks and security appliances.
* Experience in Threat Analysis and Security Incident handling.
* Certifications like CEH, GIAC (Global Information Assurance Certification), CCSP will be added advantage
* SIEM (ArcSight, QRadar or any industry leading tools) administration for standard and Custom Log Source Onboarding of On-prem/Cloud
* The Ideal candidate will be an individual contributor, who is a self-starter, with excellent interpersonal, communication, problem solving and troubleshooting skills.
* Commitment to customer delight is a must.
* Debugging hardware & software system level problems in a multi-vendor multi- protocol network environment.
* Demonstrate an aptitude and appetite for learning new technologies, evidenced by the ability to expand upon core knowledge.

**Competency:**

* Team player, can-do attitude and takes initiative.
* Ability to work independently as well as in a team (in a start-up environment).
* Good communication skills to work with cross-functional groups.
* Excellent verbal and written communication skills.
* Excellent troubleshooting and problem-solving skills.