

<b>Role Title</b> NOC IPT Engineer	<b>Business Area</b> Eircom NI Service Desk
<b>Objectives</b> The primary functions of the role are to provide 2 <sup>nd</sup> level support to the assigned customer base, detailed problem analysis and to manage escalation to third parties as required within the NOC environment primarily working on customer IPT deployments but will assist in the MPLS network daily tasks and implementation were required.	
<b>Key Tasks</b> <i>Responsibilities</i> <ul style="list-style-type: none"> <li>• Problem Management for IP network solutions, including remote troubleshooting and diagnosis.</li> <li>• Professional and courteous customer interaction via various channels including telephone, e-mail, and face-to-face meetings.</li> <li>• Interaction and co-operative ticket management with other helpdesks, both in Eircom and external (i.e. Buyers).</li> <li>• Interaction with other engineers within Eircom SOC for service escalations.</li> <li>• Interaction with third parties for Level 3 technical and logistical support (e.g. Cisco TAC).</li> <li>• Proactive monitoring of customer networks using network management tools and procedures.</li> <li>• Troubleshooting and Administration of customer IPT/VOIP environments.</li> <li>• Implementation of new customer IPT solutions from a network and management perspective.</li> <li>• Troubleshooting and administration of Microsoft Active Directory and Exchange services.</li> <li>• Working knowledge of Voice Gateways, Cisco Call Manager and Unity Voicemail</li> <li>• Preparation of report information as required.</li> <li>• Participation in on-call rota to deliver 24x7 services.</li> </ul> <i>Required experience and skills</i> <ul style="list-style-type: none"> <li>• &gt; 2 years experience in an IT Support environment</li> <li>• CCNA</li> <li>• Voice/IPT experience</li> <li>• MCSE an advantage</li> <li>• Linux and scripting skills (Preferred)</li> </ul>	
<b>Key Performance Indicators</b> <ul style="list-style-type: none"> <li>• Customer satisfaction results.</li> <li>• Quality of customer support.</li> <li>• Adherence to policies and procedures.</li> <li>• Product knowledge.</li> <li>• Achievement of team targets.</li> </ul>	<b>Competency Profile</b> <b>Business</b> <ul style="list-style-type: none"> <li>• Customer Focus (3)</li> <li>• Problem Solving (3)</li> <li>• Business focus (3)</li> </ul> <b>People</b> <ul style="list-style-type: none"> <li>• Teamwork (2)</li> <li>• Oral and Written Communication (2)</li> <li>• Interpersonal Skills (2)</li> <li>• Influencing and winning commitment (2)</li> </ul>
<b>Supervising Manager</b> NOC Manager	<b>Terms of Appointment</b>