

Indian Financial Technology & Allied Services

Job Description

I		Role Summary
	(a) Title:	IT Engineer - NOC Operations
	(b) Business/Function:	Network & Communications
	(c) Band / Designation:	IT Engineer - NOC Operations
	(d) Location:	Hyderabad/Mumbai
	(e) Reports to:	Team Lead
	(f) Team:	Network - Operations
	(g) Summary:	1) The candidate will be supporting the Production Network Operations of INFINET Network 2) Monitor, track, fix and report the health status of INFINET Network
	(h) Position Code:	
II		Additional Information
	(a) Responsibilities:	<ol style="list-style-type: none"> 1) Monitor and Manage the Network using Monitoring tool. 2) Raise ticket with provider and track the incidents till the resolution. 3) Timely updation of issues and status to all the required stakeholders. 4) Troubleshoot BGP routing issues and issues related to route-map and prefix-list configurations. 5) Support DR-DRILL activities planned 6) Auto fail over testing 7) Take configuration back-up of devices 8) Assist and coordinate with Banks for Network Support requirements 9) Maintain required logs and tracker 10) Adhere to shift handover process. 11) Work in 24x7 rotational shifts, for supporting Network operations. 12) Develop and maintain related documentation. 13) Adhere to shift handover process. 14) Develop and maintain related documentation. 15) L1 team are responsible for performing initial troubleshooting of network issues. This involves identifying problems, triaging, and escalating issues to higher-level teams if necessary. 16) Maintain accurate and up-to-date documentation of network infrastructure, configurations, and troubleshooting procedures. 17) May also generate regular reports on network performance and incident statistics. 18) Handle incoming support tickets, prioritize them based on severity or impact, and work towards their resolution within defined service level agreements (SLAs). 19) Provide basic user support for network-related issues. 20) Assist end-users in troubleshooting network connectivity problems, assisting with network configurations, and guiding them through common network-related tasks. 21) Assist in implementing network changes by following established change management processes. 22) May help with pre-implementation testing, post-implementation verification, and documentation of changes made. 23) Collaborate with other teams, such as L2 and L3 network engineers, system administrators, and application developers, to resolve
III		Requirements
	(a) Education:	B.E/ B.Tech, M.Tech/MCA (Computer/IT)/B.Sc (Computers)
	(b) Experience:	<ol style="list-style-type: none"> 1) B.E/B.Tech, M.Tech/MCA (Computer/IT) with 2 to 3 plus years or B.Sc (Computers) with 4 plus years of working experience on large complex enterprise networks. - Mandatory 2) Experience in Core Networking Skills (LAN/WAN/Data Center) - Mandatory 3) Experience with protocols/technologies such as OSPF, EIGRP, BGP, STP, HSRP, VRRP, VLAN, VXLAN. - Mandatory 4) Hands on experience on multi-vendor / multi-service IP networks, multi-vendor equipment and network protocols. - Mandatory 5) Configuration experience on network management and monitoring tools - Desirable
	(c) Certifications:	<ol style="list-style-type: none"> 1) CCNA - Mandatory 2) ITIL Foundation - Desirable
	(d) Knowledge:	<ol style="list-style-type: none"> 1) Knowledge in Network Management and any one Monitoring tools. - Mandatory 2) Excellent interpersonal, written and verbal communication skills along with quick learner. - Mandatory 3) Knowledge of Software Defined Network (SDN) & SD-WAN. - Desirable 4) Knowledge of TCP/IP protocol suite. - Desirable 5) Knowledge of Network Security devices - Added advantage
	(e) Technical Skills:	<ol style="list-style-type: none"> 1) Routing & Switching - Mandatory 2) MPLS Technology - Mandatory 3) Network Monitoring & Management tools - Mandatory 4) MS Office - Mandatory 2) Software Defined Network (SDN) & SD-WAN - Desirable 4) VPN technologies- Desirable