Job Description

Position:	**Officer, Network Operation Center**
Department:	IT Infrastructure and Support
Reporting to:	Manager, IT Service Management
Location:	Head Office

I.   Duties and Responsibilities

- Monitoring connectivity and service availability of network and application.
- Monitoring networking, server, storage, system, database and application performance.
- Monitoring the bandwidth of internet, DPLC connection.
- Monitoring data center environment parameters like temperature, humidity and surveillance.
- Basic troubleshoot and resolved network and system issues.
- Escalate issue to level 2 support team.
- Other assignments and tasks assigned by line manager.

II.   Qualification

- Hold Bachelor degree of Information Technology, or a related field.
- Certification of other technical skills.
- Experience 1 years of network operation center (NOC).
- Strong understanding of system and network protocols (TCP/IP, UDP, etc.).
- Experience with network and system monitoring tools.
- Excellent problem-solving and analytical skills.
- Able to work in schedule rotation.
- Hard-working and able to work under pressure.
- Skills Computer Scient.
- Sound English communication skills.

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