

**Job Description**

**Network Operations Centre Team Leader**



**JOB DESCRIPTION**

**Title**: Network Operations Centre Team Leader

**Reports to:** Network and Sales Engineering Manager

**Based at:** Comms365 Limited, South House 3, Bond Avenue, Milton Keynes. MK1 1SW

**Hours:** Between 9.00 – 17.30 (1 hour for lunch) – 7.5 hours per day – Monday to Friday.

**The Company**

Comms365 is an innovative Mobile Data and Fixed Line communications company, offering competitive, flexible, solution based propositions in a 'no jargon' way. From simple Internet access, through to complex Wide Area Networks, Comms365 is capable of delivering real business benefit and value. Comms365 has full national and international ISP capabilities.

By fully owning and managing a next generation Cisco based core network, the company can provide customers with a unique service offering. Its resilient, multi-layer network, with multiple interconnects into both mobile operators and fixed line carriers, enables the business to design, build, deploy and manage solutions for a wide range of customers.

Comms365's continually evolving toolkit incorporates an advanced Management Portal CommsPortal, capable of managing the full Comms365 portfolio of mobile and fixed line solutions and access to its carrier grade monitoring systems. Delivering Managed Services and industry leading Failover capabilities between operators and technologies are also a speciality.

**The Role**

The Network Operations Centre (NOC) Team Leader, will report to the Network and Sales Engineering Manager. The NOC team leader primarily deals with customer support, engineers and the whole technical team. The NOC Team Leader is responsible for managing and coordinating the NOC team. The main aim of his/her coordination is to ensure that the networking system and team runs efficiently and without interruption. The NOC Team leader in conjunction with the Network and Sales Engineering Manager also manages the business process in the organization. The position will be responsible for the monitoring of the Comms365 Core Network and Customer Engineering Managed Estate.

The NOC team leader will be responsible for the day to day running of the NOC environment, ensuring subordinates follow company processes, adhering to their job descriptions and day to day operation of the local and core networking environment. Ensure that escalation of network issues is proactively tracked to their conclusion and a report is made following and issues to the customer base affected.

The working hours will be based on a 0900-1730 basis from the company offices in Milton Keynes. Although the position doesn’t currently fall under a 24/7/365 shift role, the company may change this requirement in the future.

**Key Responsibilities and accountabilities**

* Supervise the daily working of engineers
* Work with Engineering and Customer Support closely on issues and escalations
* Co-ordinate with external teams (Network 8)
* Proactive in handling issues for priority Incidents and ensuring resolution in timely manner
* Support all Service Infrastructure systems and services
* Should ensure that customer needs are properly defined and satisfactorily met
* Identify and verify service impact to customers
* Provide second level escalations support
* Evaluate or develop new tools to better manage the Service Infrastructure
* Oversees the work of customer Support Technician to ensure that engineering requirements have been properly implemented and procedures carefully followed.
* Train other new team members as needed
* Provide ideas for the development of automated tools which enhances the capability of the engineers
* Update and maintain training material, systems documentation and policy and procedures manuals
* Responsible for the daily cleanliness and tidiness of the Stock Room to ensure a safe and secure working environment.
* Responsible for keeping a log of outages per carrier so these can be presented to the relevant carrier Account Manager as part of regular Service Reviews.
* Any other responsibilities deemed necessary by line managers

**Key Skills Required**

1. At least 2 years working experience as a Network engineer
2. Understanding of basic network protocols (TCP/IP, HTTP, FTP, etc.) and utilities (Telnet, SSH, etc.)
3. Cisco Certified Networking Professional (CCNP)
4. Experience with application, hardware and network monitoring tools.
5. Good interpersonal skills to provide excellent customer service
6. Experience in managing a team, or having the respect and gravitas of his/her peers
7. Excellent logical and physical fault-finding skills
8. Keen attention to detail.
9. Diligent and vigilant persona.
10. Process driven individual, who can accept responsibility and thrive in a middle management role
11. Complete team evaluations as per the company regulations

**The Job Description is not an exhaustive list of responsibilities.**