

Job Description:

1. Technical and NOC Support Officer

Job Title: Technical and NOC Support Officer

Reporting Line: Technical and NOC Support Team Leader

Job Summary:

The primary focus of the Technical and NOC Support Officer is to engage with customers, guiding them through troubleshooting steps and providing timely and accurate feedback to resolve issues efficiently. This role involves actively updating, monitoring, and managing all aspects of the network to maintain network integrity. The officer will handle multiple cases simultaneously, provide procedural documentation to support users, and contribute to the seamless operation of IT processes. Staying current with emerging technologies and evaluating new solutions to enhance the organization's technical capabilities is essential.

Key Duties and Responsibilities:

- 1. Technical Support:**
 - Identify hardware and software solutions.
 - Install, modify, and make minor repairs to computer hardware and software systems.
 - Troubleshoot technical issues and diagnose and repair faults.
 - Resolve network issues and install and configure hardware and software.
 - Install software and necessary applications for workflow.
- 2. Customer Interaction:**
 - Speak to customers to quickly get to the root of their problem.
 - Provide timely and accurate customer feedback.
 - Talk customers through a series of actions to resolve a problem.
 - Follow up with clients to ensure the problem is resolved.
- 3. Network Management:**
 - Actively update, maintain, and monitor all aspects of the network.
 - Resolve technical issues related to network interruptions.
- 4. Support and Documentation:**
 - Support the roll-out of new applications.
 - Provide support in the form of procedural documentation.
 - Manage multiple cases at one time.
- 5. Testing and Evaluation:**
 - Test and evaluate new technologies.

- Act as the initial point of contact for all related concerns from customers or other employees.

Technical and NOC Support Prerequisites:

1. Excellent problem-solving and troubleshooting skills.
2. The ability to communicate technical information in an accessible manner to non-technical persons.
3. A process improvement mindset.
4. Software maintenance and testing capability.
5. Vendor relations.
6. Basic knowledge of networking principles and operating systems.
7. Ability to effectively prioritize and execute tasks in a high-pressure environment.
8. Customer-service focus.
9. Collaborative mindset.
10. Hands-on problem-solving ability.
11. Acceptance of constructive criticism and customer feedback regarding their experience with services.
12. Time-management skills and the ability to establish reasonable and attainable deadlines for resolution.
13. Attention to detail and good problem-solving skills.
14. Excellent interpersonal skills.
15. Good written and verbal communication.
16. Demonstrates strong organizational skills and the ability to meet deadlines.
17. Exhibits strong creative and critical thinking skills.
18. Ability to produce effective and clear communication, both written and verbal.

Key Stakeholder Relationships:

CTO, CEX Department, RF Team Lead & Team, Contractors, All Green Dot staff members

Working Conditions:

Office environment with occasional site visits. May require working outside regular hours to address urgent issues.

Prerequisites:

- Bachelor's degree in Telecommunications, Information Technology, or a related field.
- Minimum of 5 years of experience in a tech support or NOC supervisory role.
- Strong leadership and team management skills.
- Proficiency with network monitoring and troubleshooting tools.
- Excellent problem-solving and communication skills.