



## POSITION DESCRIPTION

### NOC ENGINEER

<b>SALARY</b>	\$45,000 - \$60,000
<b>SUPERANNUATION</b>	Employer contribution of 9.5%
<b>WORKING HOURS</b>	Full-time
<b>LOCATION</b>	Melbourne based
<b>LENGTH</b>	12 Month Contract
<b>START</b>	Immediate start for successful applicants

### THE COMPANY

**PingCo** is a private cloud service provider that supports businesses with the latest technology to seamlessly migrate to the cloud. Established in 2011, PingCo has grown to work nationally with customers such as the Victorian Institute of Teaching, City Wide and Bureau Veritas. Our engineers, systems administrators and solutions architects solve complex technology challenges and bring businesses into the future. A role at PingCo means being at the forefront of technology, working with experienced tech experts and being supported to grow ideas and reach your potential.

### THE ROLE

- Logging and actioning support tickets.
- Managing incidents and requests raised by our customers/clients via ticket, email or phone call.
- Managing major/ critical incidents and communicating updates to key stakeholders.
- Networking – router, switch, firewall and WAP administration, connectivity and internet
- Email – creation, settings and troubleshooting
- Office365 – creating new accounts, users, settings, administration, migrations & implementations

## HOW TO APPLY

### ESSENTIAL

- ✓ Strong understanding of cloud technologies including networking, Microsoft office 365, virtual servers, managed services and SIP
- ✓ Excellent customer service should be second nature to you and you should bring strong problem solving skills and communication skills to the team.
- ✓ Driven and highly motivated professional who can operate within a plan but also show innovation and initiative
- ✓ Positive can-do attitude, trustworthy and a team player
- ✓ Willingness to learn new technologies and maintain strong awareness of market trends and changing technology

### DESIRABLE

- ✓ Experience in a NOC Engineer role
- ✓ Experience working for a telecommunication company

### OTHER INFORMATION

There may be requirements to work additional hours from time to time

### APPLICATION

Email resume and answer to the question: Tell us about yourself?

### CONTACT

For enquiries Alisha King 0421661549  
Email applications to [alisha@flytech.solutions](mailto:alisha@flytech.solutions)