

We are a technology recruitment partner focused on search and selection of IT experts internationally. Currently, we are looking for an accomplished experts for the role NOC/SOC Senior Coordinator. We offer a rewarding and exciting professional experience and opportunity to develop your career in a highly competitive international environment.

NOC/SOC Senior Coordinator

Location: Warsaw/Spain/remote

Responsibilities / Accountabilities:

The NOC/SOC serves as the central coordination point for the monitoring, alerting, and reporting functions of the traditional data center, network, and cloud infrastructure operations for our Client.

The NOC/SOC provides global operational monitoring and reporting on infrastructure and performance metrics related to networks, servers, capacity, outages, security, enterprise application subsystems, etc. The NOC/SOC Senior Coordinator will lead the current network and security operations of our Client and will be responsible for further design, enhancement, and management of its capabilities.

- ◆ Leading the operations, management, and enhancements of 24x7 NOC/SOC services, and platforms, and that service issues are reported and resolved in accordance with Service Level Agreements (SLAs);
- ◆ Developing and maintaining NOC/SOC policies, processes, and procedures to ensure consistent and effective NOC/SOC operations;
- ◆ Evaluating, recommending, and implementing enterprise-wide tools and processes to enhance existing monitoring capabilities;
- ◆ Collaborate with NOC/SOC teams to actively and continuously monitor, resolve, and report on issues on all our Client servers, hosted applications, systems, routers, switches, and circuits, for indications of problems such as resource unavailability, faults, excessive resource utilization, and any other anomalous behavior on a 24x7x365 basis;
- ◆ Monitoring and reviewing event indications, warnings, and system logs and notifying the required counterparts in accordance with SLAs and operation procedures;
- ◆ Ability to create and maintain different playbooks and scenarios that are then transformed into monitoring and alerting schemes;
- ◆ Strive for the synergy of NOC/SOC sub-services to ensure alignment in the mission and vision of the overall service;
- ◆ Recommending and implementing NOC/SOC enhancements to ensure focus on continuous improvement;
- ◆ Internally marketing and advertising the capabilities of the NOC/SOC to increase acceptance and collaboration within the IT community;
- ◆ Participating and collaborating in special projects as required.





Professional Qualifications/ Experience:

Education

- ◆ Bachelor's Degree in Computer Science, Engineering, or a related technical discipline;
- ◆ CCNA is a must;
- ◆ Security certification (NSE4, S+, CASP+) is a plus.

Qualifications

- ◆ 6+ years of related computer operations experience;
- ◆ At least 2 years of experience in a technical IT Security role;
- ◆ Knowledge of the networking and security industry, products, and protocols;
- ◆ Knowledge of Security products specifically Firewalls, Proxy, IPS/IDS, and Cloud Technologies;
- ◆ Experience managing NOC/SOC activities;
- ◆ Experience working in global network and cloud environments;
- ◆ Experience supervising staff and coordinating shift schedules and/or services, ensuring 24x7 coverage;
- ◆ Experience implementing monitoring tools and capabilities;
- ◆ Good verbal and written communication skills;
- ◆ Strong problem-solving, leadership, and troubleshooting skills;
- ◆ Willingness to learn about new technologies (e.g. SASE) and the ability to effectively deploy and manage them;
- ◆ Proficient in a variety of platforms, including Windows, Mac, and Linux.

Offer:

- ◆ Support with all the necessary office and IT equipment
- ◆ Optional (fully covered or co-financed) health care and life insurance
- ◆ Multisport card and wellness allowance
- ◆ Multicafeteria
- ◆ Lunch card
- ◆ Annual performance bonus
- ◆ Flexible working hours
- ◆ Hybrid/ full remote work
- ◆ Remote work from abroad policy
- ◆ French and Polish classes
- ◆ Internet and Electricity bill allowance
- ◆ CSR activities
- ◆ Modern, pet-friendly office in the city center
- ◆ Community service day when volunteering

Interested candidates should send their resume (CV) to **konrad.witek@itpuzzle.com.pl** with "NOC/SOC Senior Coordinator" in the subject line.