



NOC Analyst

Nlets is a 50 year old not-for-profit with a recession proof monopoly on the interstate exchange of criminal justice information for justice and public safety professionals with a new and growing business model reaching more customers in both the governmental and private sector with over 2.1 billion messages exchanged in 2018.

For the NOC Analyst, we are seeking a highly skilled and enthusiastic individual, but even more importantly someone who is enthusiastic about using their hard won skills making a difference; making America safer; catching the bad guys and keeping law enforcement officers safe in both the US and Canada.

Key Areas of Responsibility

- NOC Analyst must work in a team environment to solve complex network server/application/ infrastructure level problems
- Participates in the evaluation of vendor proposals, conducting network studies and traffic analysis
- NOC Analyst assists Users in resolving technical error(s) not directly under the control of Nlets.
- Assists staff, Users and vendors, through applying operational technical knowledge of system and operations using server, personal computers, telephone lines, and e-mail systems effectively communicating verbally and written
- NOC Analyst utilizes Servers, personal computers, software and reference manuals to monitor computer system network
- Records problems encountered and techniques used to solve for future reference.
- NOC Analyst analyzes problems and, depending on problem complexity and resolution time constraints, either solves it or escalates to the appropriate team.

Qualifications

- MUST PASS 10-PRINT FBI BACKGROUND CHECK
- Cisco Certified Entry Networking Technician (CCENT) or Above
- Microsoft Technology Associate (MTA) or Above (Windows Server or Client)
- A.S. in Computer Science or 3 years of support experience in a network environment
- Knowledge of Windows Server roles and features
- Knowledgeable of Network Services Protocols
- Knowledge and hands on use of Network and System monitoring tools
- Provide technical support for both hardware and software issues for internal customers
- Manage the configuration and operation of internal computer operating systems

Benefits

- *Collaborative work environment*
- *Generous company-paid benefits package for employees AND dependents*
- *Business Casual Dress Code*
- *Covered parking during those HOT Arizona summers*
- *Team building and social events for employees AND their family*

Position Type: Full-Time and Part-Time Available

Salary Range: \$20.84 - \$29.93 hourly rate Location: North Phoenix, Arizona

Interested qualified candidates may send resume to hr@nlets.org