

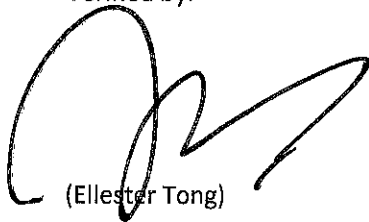
KRIDENTIA GROUP OF COMPANIES

Job Title:	NOC Team Leader
Department:	Post Sales Division
Company:	Kridentia Integrated Services
Job Grade:	
Job Category:	
Reporting Superior:	Nurulashiken Bt Hamzah
Location:	Cyberjaya
Job Summary (Purpose of Job)	To support daily operations of client core network, monitor and manage trouble tickets, provides remote support to client, liaise with vendors and client to resolve network issues.
JOB DESCRIPTION	
Key Responsibility	<ul style="list-style-type: none"> Responsible for managing and coordinating the NOC team. Ensures that the team performs incident resolution, problem determination, and root cause analysis in accordance with Service Level Agreements (SLA). Oversees the monitoring and tuning of the system to achieve optimum performance levels in standalone and multi-tiered environments. Responsible for informing Management, partners and peers about network performance and service availability. Provides oversight to the system administration team which conducts system analysis, configuration management, and develops improvements for system software performance, and pay discussions of team members. To ensure maximum possible service availability and performance. Provide analysis of NOC performance, monitoring, and reporting on customer satisfaction, and identify opportunities for improvement in processes and systems Manage the scheduling and day-to-day activities of our NOC team as they monitor systems, respond to alerts, and handle support requests. Manage scheduling of shift coverage and operational work streams to optimize service delivery. Address technical and non-technical escalations. Work with vendors on issue resolution and communications.
Additional Requirements	<ul style="list-style-type: none"> Knowledge and experience of system and network infrastructures such as LAN and WAN network technologies, server virtualization, enterprise storage area network (SAN) and backup, enterprise performance and fault monitoring tools. Self-disciplined, self-motivated and the ability to organize and prioritize time effectively. Ability to manage and lead a team. Underlying awareness of the bigger picture. Willingness and ability to learn new products and network technologies quickly, often without the focus of formalized training. Be able to communicate about networking issues effectively and in a comprehensible manner both to clients and employees.

The above Job Description and Scope of Duties are the essentials for the position and not exclusive. The Management reserves the right to amend, alter, modify, add or delete the scope as and when deemed fit, to suit the business operations of the Company.

Position holder is required to perform and execute any given duties from time to time. Any grievances and/or ambiguity shall be referred to Chief Executive Officer for final deliberation.

Verified by:

A large, stylized handwritten signature in black ink, consisting of a large loop followed by several sweeping strokes.

(Ellester Tong)

Accepted by:

A smaller, more compact handwritten signature in black ink, featuring a few sharp, intersecting strokes.

(Muhammad Adib Bin Shaharuddin)