1. Identified and categorized equipment issues, responding to calls-for-service to maintain NOC effectiveness.
2. Planned and oversaw scheduled infrastructure upgrades and integration to respond to organizational demand.
3. Monitored and maintained network and software components according to established guidelines and best practices.
4. Authored, scheduled and maintained network activities and MOPs to reach optimum operations levels.
5. Performed network security design and integration duties.
6. Orchestrated and led shared projects, collaborating with [Job title] to configure and maintain network monitoring thresholds.
7. Monitored network hardware operations to evaluate proper configuration.
8. Coordinated installation, testing and implementation of network operation equipment, physical facilities and infrastructure.
9. Managed system-wide operating system and software deployments, as well as related software upgrade problems.
10. Utilized source code control for tracking configurations and changes.
11. Delivered network technology training to junior team members and end-users, enhancing knowledgebase and team productivity.
12. Updated department documentation such as license databases, infrastructure maps and FAQs to maintain consistent response levels.
13. Answered and triaged requests for assistance in order to provide top-notch support.
14. Investigated and corrected problems with printers, copiers and other peripheral devices.
15. Designed and evaluated WAN and LAN connectivity technologies.
16. Diagnosed and executed resolution for all network and server issues.
17. Set up hardware and software in optimal configurations to meet network performance requirements.
18. Improved overall user experience through support, training, troubleshooting, improvements and communication of system changes.
19. Worked with [type] customers to understand needs and provide excellent service.
20. Established, repaired and optimized networks by installing wiring, cabling and devices.