

ORACLE – NOC TECHNICIAN

Posting ID:

Company Website: www.pringlio.com/job/1043

Company: Oracle

Work Location: Seattle, WA

Position Type: Full-Time

Salary: N/A

College Major(s): Computer Science

College Level(s): Graduates

OVERVIEW

Oracle's Cloud Infrastructure team is building a next generation Infrastructure-as-a-Service that support the most demanding mission-critical customer requirements, operating at cloud scale to provide a secure, distributed, multi-tenant cloud environment. They are looking for strong NOC technicians who will partner with our engineering teams to ensure the availability of our infrastructure and networks. You'll play a direct role in troubleshooting and resolving issues, improving our visibility into fault areas, devising operational procedures, and ensuring we are always focused on our customers first.

Responsibilities

- Provide first line troubleshooting and information gathering from business customers via phone and email.
- Incident manager during critical issues coordinating efforts among internal teams and the NOC, ensuring issue resolution, and providing communication back to customers.
- Work with engineering to drive improvements in NOC applications and tools.
- Provide quality support following standard operating procedures and directly help to craft those procedures.
- Communicate clearly and professionally with all internal and external customers.
- Identify recurring issues and escalate appropriately for permanent resolution.

Qualifications

- CCNA, JNCIA, or equivalent experience
- Strong experience within a Linux based environment
- Natural aptitude for dealing with people
- Excellent verbal, written, and interpersonal skills
- Able to quickly assess and address problems, escalating as necessary
- Strong analytical and reasoning skills
- Detail oriented and capable of working on multiple problems at once
- Must be willing and able to work non-standard work shifts, including evenings, overnight, holidays, and weekends

Experience Preferred - 2+ years

How to Apply

Visit - <https://www.pringlio.com/job/1043>