

# United States Jobs Expertini®

## Network Operations Center Team Lead

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Company: Peyton Resource Group

Location: Addison

Category: other-general

### **Job Description:**

We are growing and seeking a seasoned Network Operations Center (NOC) Lead for our team of 8-10 NOC technicians at our facility in Addison, TX. The ideal candidate will have extensive experience in network operations management or as a NOC lead, with a technical background in CISCO, VMware, SD-WAN Infrastructure, Salesforce (as a ticketing system), Linux, and PRTG (as a monitoring system).

As the Network Operations Center (NOC) Lead, you will be responsible for overseeing the day-to-day operations of our NOC team. You will play a crucial role in ensuring the smooth functioning of our clients' networks and infrastructure, as well as maintaining high levels of customer satisfaction.

### **Key Responsibilities:**

Lead and mentor a team of NOC technicians, providing guidance, support, and coaching to ensure high performance and professional development.

Oversee the handling of 50+ tickets per day, including tier 1-3 escalations, ensuring timely resolution and effective communication with clients.

Manage the day-to-day operations of the NOC, including monitoring network performance, troubleshooting issues, and implementing proactive measures to prevent downtime.

Collaborate with cross-functional teams to identify opportunities for process improvement

and implement solutions to enhance efficiency and service delivery.

Serve as a technical resource, leveraging expertise to learn and teach new technologies to team members.

Act as a primary point of contact for client-facing interactions, including presentations to potential clients and addressing customer inquiries or concerns.

Ensure compliance with company policies, procedures, and industry regulations.

**Qualifications:**

Bachelor's degree in Computer Science, Information Technology, or related field.  
(Preferred)

Minimum of 2-3 years of experience in network operations management or as a NOC lead, preferably in a managed service provider environment.

Experienced in CISCO, VMware, SDWAN Infrastructure, Salesforce (ticketing system), Linux, and PRTG (monitoring system).

Experience in a Managed Service Provider setting (Preferred)

Leadership skills with the ability to motivate and inspire team members to achieve goals and exceed expectations.

Excellent communication and interpersonal skills, with the ability to effectively interact with clients, stakeholders, and team members.

Strong interpersonal skills and ability to effectively manage customer support escalations.

Proven track record of managing complex projects and driving process improvements.

Client-facing experience and proficiency in delivering presentations and demonstrations.

Located in the DFW area with the flexibility to work onsite in Addison, TX.

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