

**SBI-Net NOC Lead**  
**Job Description**

*Unisys Labor Category Assignment*

LCAT Position	Level	Preferred Degree	Education Yrs Exp. Equivalent	Yrs. Exp. Required	Equivalent Years Exp. Range (LOW)	Exp. Req. (LOW)	Exp. Range (HIGH)	Exp. Required (HIGH)	FY05 GOV-TM Rate
Network Administrator III		Bachelors		5 Years					

Title	Network Operations Center (SOC) Lead
SBI-Net LCAT	Network Administrator III
Job Category	Network Operations
City	Tucson
State/Province	AZ
Country	US
Location	
Full or Part Time	Full-Time
Experience Level	Mid
Relocation Availability	No
Position is eligible for flexible work arrangements	No
Key Responsibilities	<ul style="list-style-type: none"> <li>• This individual will be responsible for the operations, maintenance, and management of network monitoring with a team of 5 network operations professionals</li> <li>• This individual provides leadership in day-to-day network service operations as well as guidance in service process improvements, best practices, standardization, technological improvements, customer support, solution support, and key strategic/tactical service implementations.</li> <li>• Provide daily operational direction and oversight in meeting customer SLAs; work in direct contact with client personnel, and SME's in the enterprise network support group.</li> <li>• Develop overall operational policies and procedures in compliance with contract directives. Implement and manage Metrics and Reporting required for network management services;</li> <li>• Implement and manage key performance indicators to assure customer satisfaction and operational performance; work as liaison between the customer,</li> </ul>

	the solution team, and other NOC managers and operators,
Critical Technical & Behavioral Skills/Qualifications	<ul style="list-style-type: none"> <li>• Bachelor's degree and/or equivalent applicable experience required.</li> <li>• 5 years of network engineering and management with a strong security component and customer service support.</li> <li>• 3 years in a supervisory capacity within a NOC.</li> <li>• Strong NOC operations management experience.</li> <li>• Ability to lead, manage, and develop technical teams.</li> <li>• Ability to ensure outstanding service delivery and customer satisfaction in at least sensitive but unclassified federal environments.</li> <li>• Ability to monitor, identify, and swiftly correct process deficiencies. Inspires confidence in customers.</li> <li>• Technical familiarity with Cisco networking and EMC SMARTS products.</li> <li>• Strong written and verbal communication skills. Ability to analyze operational performance data and metrics and determine courses of action. Strong process and policy orientation.</li> <li>• Able to develop, implement and enforce sound policies and procedures.</li> </ul>
Travel Requirements	0%
Clearance Requirement	Clearance is required (DHS or CBP Background Investigation within the last two years or active DOD clearance required).