

DEBEVOISE & PLIMPTON LLP

NETWORK OPERATIONS CENTER ENGINEER

Day Shift (7am-3pm)

We are an international law firm headquartered in New York seeking a Network Operations Center (NOC) Engineer, reporting to the Supervisor of Network Operations. The NOC is the only group in I.S. that is staffed 24 x 7 x 365 days a year. The Network Operations Center (NOC) Engineer is a junior to mid-level engineering position.

Responsibilities include but are not limited to:

- Every aspect of the day-to-day operations of the Firm's global network, data center local area network, servers, computing infrastructure, as well as the integrity of the Firm's data and application run-time environments.
- Assist users and other I.S. personnel over the phone and via e-mail. **Customer service and prompt attention to users' needs is expected.**

Requirements:

The ideal candidate will have excellent incident management, communication (written and verbal) and troubleshooting skills. Must be able to work without direct supervision. Experience supporting all aspects of a Microsoft Windows network including Microsoft and third-party applications, Windows servers, WAN, and LAN connectivity is required.

- 1-3 years of network operations experience in a midsize to large environment
- Windows 2000 and 2003 support experience
- Exchange 2000 support experience
- BackupExec experience
- Experience with network monitoring tools (MOM, What's Up, PRTG)
- Basic network troubleshooting skills (ping, tracert, nslookup, etc.)
- Knowledge of Windows infrastructure services (WINS, DNS, Active Directory)

A willingness to work any shift, including weekends and holidays, is expected. The candidate will have a day schedule (7am-3pm) but will be expected to assist with coverage when other engineers are unavailable.

Preferred:

- Law firm support experience
- Customer Support experience a +
- Basic Microsoft SQL 7, 2000, and 2005 support experience
- OpenText DOCSOpen support experience
- Blackberry 3.6 and 4.x support experience
- Citrix and RSA support experience

To apply please contact:

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