**Network Operations Center (NOC) Team Lead**

Dive into the forefront of collaborative technology on a global scale. Pinnaca enables businesses of all sizes, all around the world, to communicate and collaborate in effective and imaginative visual environments. Leveraging video conferencing technology, immersive telepresence, boardroom, desktop and mobile solutions, Pinnaca enables today’s workforce to connect without time or distance barriers. What’s our competitive advantage? Pinnaca solutions are wrapped with 24-hour support 7 days per week, providing the ultimate go-to customer experience.

“We’re a “Best Place to Work,” a “Fastest Growing Company” and “Advanced Partner/Provider,” - nominated by our employees, partners and people of our communities. Pinnaca values innovators and entrepreneurs alike who thrive in a fast-paced culture. Join a team of individuals who love what they do and are committed to growing a best-in-class visual communication business.

**POSITION OVERVIEW**

The Network Operations Center (NOC) Team Lead directs the activities and performance of their respective NOC Team in region. This integral role will work closely with the other global NOC Team Leads to devise and implement global NOC process, documentation, training and strategy. The position reports into the Global Technical Manager.

**MAJOR DUTIES AND RESPONSIBILITIES**

Routine tasks include, but are not exclusive to:

- **Incident Management**
  - Monitor the ticket queue/reports to ensure tickets never exceed our SLA agreement
  - Ensure all tasks submitted to the booking form are scheduled
  - Ensure all customer facing communications is properly marked with partner branding and customer specific communications details.
  - Ensure all Incident Reports are sent to the customer in a timely fashion

- **Supervision of NOC**
  - Perform performance reviews with the Team in accordance with Pinnaca policy and timelines
  - Team’s schedule, shift rotas and PTO request approval
  - Point of contact for NOC agents calling in sick when on shift
  - Ensure all NOC members are proactively logging in and out of the Network Operations Center phone queue - mitigating missed calls received by customers
  - Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort
• Assist in encouraging the message of the team mission statement/vision in line with business objectives
• Ensure that the team members have the necessary personal development, including education and training

**Escalation**
• Point of contact for all NOC escalations, both external and internal - CSM, Operations Management, etc. - while on shift
• Engage on customer service issues – researching and implementing service and process related issues (Service Improvement Plans)
• Engage on technical support issues and provide insight to manufacturer recommended troubleshooting and repair.

**Customer Engagement**
• Participate in customer meetings when a NOC representative is required

**Global NOC Team Building**
• Work in conjunction with the other global NOC Team Leads to summarise all escalations ensuring that adequate troubleshooting has occurred and identifying any training opportunities
• Work in conjunction with the other NOC Team Leads to craft strategies for improving customer service and enhance customer focus skills

**NOC Performance**
• Update and maintain training material, systems documentation and policy and procedures manuals.
• Weekly review and update call with the Global Technical Manager to review ongoing projects, new customers, review processes and analyse incidents occurred within last week
• Report to leadership - progress, outstanding issues and challenges
• Review the Monthly Global Operations Report to analyse NOC performance and acknowledge those who have exceeded expectations and those who have not met expectations

**Security and Compliance**
• In accordance with ISO27001, you are required to abide by our security policy

**EDUCATION AND SKILLS REQUIRED**

• Technical Certifications - Network Plus, CCNA, or other industry related certification.
• 2 – 3 years Team Lead/Supervisory experience required, preferably in a contact centre environment
• Preference will be given to individuals who have experience or in-depth understanding of advanced service-led technologies - particularly video communications and collaborative solutions
• People leadership and direction experience. For example; shift scheduling, performance reviews, disciplinary, hiring, etc.
• Professional manner and customer service experience
• Understanding of Telecommunication networks and methodology required
• You must be able to work all shifts in a 24/7 Customer Support work environment
• Strong PC literacy, MS Office, Visio, MS Project skills required
• Excellent communication skills
• Proficiency in Google tools is preferred

PERSONAL ATTRIBUTES

• Exceptional customer rapport and relationship development capabilities
• Professional demeanour, strong interpersonal skills
• Strong customer-facing communication skills
• Independently motivated, focused and driven to achieve desired performance
• Team player, works collaboratively with peers achieving excellence together to deliver KPIs
• Highly organised, proficient in coordination and multi-tasking

Employee Name: ______________________

Employee Signature: ____________________

Date: ______________________________