

WE'RE HIRING

NOC Engineer

Keep multi-vendor service provider, enterprise and data center networks running around the clock.

LOCATION

Chişinău, Moldova

WORK MODE

Office or remote

SCHEDULE

24/7, 8-hour shifts

TYPE

Full-time

About ITcare

ITcare is a fast-growing managed services provider (MSP) based in the Republic of Moldova, founded in 2021 by technology and engineering enthusiasts. The company was built on a team of engineers with over 15 years of hands-on experience in the telecommunications industry. In a remarkably short time, ITcare has grown into a team of experts across a wide range of IT domains and has established solid partnerships with well-known companies on both the local and international market. Our in-house engineers currently manage the IT infrastructure of customers across Europe, North America, Asia and Africa.

The role

ITcare is seeking a full-time Network Operations Center (NOC) Engineer based in Chişinău, with some flexibility to work remotely. The NOC Engineer will be responsible for the day-to-day management, troubleshooting and technical support of network systems, along with network security and administration tasks. The role requires collaboration with other team members to ensure customer satisfaction with the managed services we provide.

As a NOC Engineer, you will be part of a team supporting multiple network infrastructures, each built on different vendors and systems, across industries such as Service Provider, Enterprise and Data Center.

Responsibilities

- Actively monitor network components, servers, security systems, databases and other infrastructure components and services.
- Provide engineering support for network and system infrastructure. Configure and implement changes as requested by L2/L3 engineers.
- Receive alarms, analyze, troubleshoot and act in accordance with internal processes and procedures.
- Perform problem management and create reports in coordination with other departments.
- Perform basic, routine tasks on network equipment such as routers, switches, firewalls and access points.

- Act as back-up management to ensure completion, verification and restoration of the network in case of incidents.
- Monitor network usage and capacity, anticipate problems and suggest solutions.
- Work closely with colleagues to meet team goals and improve processes and practices.
- Collaborate on developing new monitoring solutions, automations, alarms and dashboards.
- Write and maintain technical documentation for the network and system environment.
- Ensure change control and other processes and procedures are followed.
- Prioritize and escalate service-affecting faults to L2/L3 engineers.
- Work in 8-hour shifts providing 24/7 support.
- Perform other duties as assigned.

Qualifications

- Network Operations Center (NOC) experience, with a strong understanding of monitoring tools and network analysis (knowledge of Zabbix, Grafana and SNMP is an advantage).
- Knowledge of network and system administration tasks, including routing, switching and Linux (knowledge of LXD/LXC containers is an advantage).
- Experience troubleshooting network-related issues and providing technical support.
- Good understanding of Layer 2 protocols such as Ethernet, ARP, STP and LACP.
- Good understanding of basic Layer 3 functions such as routing is a must.
- Excellent written and verbal communication skills, with the ability to work effectively in a team environment.
- English level of at least A2 to B1.

Considered an advantage

- Knowledge of VRRP, OSPF, IS-IS, BGP and/or MPLS (a big advantage).
- Understanding of network security principles and protocols, including firewalls, VPN, SSL and IPsec.
- Experience with Cisco, Juniper and MikroTik network equipment.
- Experience with other vendors such as Huawei, Dell, Arista, Edgecore or Nokia.
- Related technical certifications (e.g. CCNA, CCNP, JNCIA, JNCIS, JNCIP).

What we offer

Competitive salary

We offer a competitive salary package, aligned with industry standards in the EU region and reflecting the skills and experience of the candidate.

Performance-based bonuses

In addition to the base salary, you will receive bonuses based on sales and marketing results, providing additional incentives for success.

Welcome package

A comprehensive welcome package to help new hires settle into their role and feel valued from day one.

Flexible work arrangements

Work from the office or remotely, and choose the environment that best suits your needs and preferences.

READY TO APPLY?

Join us at ITcare

Join us at ITcare and be part of our exciting journey as we continue to grow and expand our presence in the global IT market.

Send your CV through the application form at itcare.net/careers and enter **NOC Engineer** as the job position.