Come put your military training and experience to good use. Alliant Technologies is a leading Network Infrastructure and Cloud based Managed Services Company in the metropolitan New York/New Jersey area. In our new state of the art Network Operations Center, we offer our employees the opportunity to work with a revolutionary suite of services that make infrastructure technology simple & easy to consume for our clients. We have built and are continually improving our automated ITSM platform, which provides our customers with a self-service platform that gives them unprecedented levels of control choices and co-management. Our services are primarily cloud based, and include proactive configuration management, network monitoring and reporting, cloud based backup, repair, and Tier 1, 2 and 3 support for network, datacenter and UC services. Alliant is dedicated to developing long-term strategic technical business solutions for mid- sized & enterprise companies.

We currently have openings for NOC Shift Managers. We are looking for individuals with strong supervisory experience with the ability to insure adherence and compliance to structured, documented processes and procedures. This is a fast-paced, challenging technical position where no two days are alike. You must have at least two year's management or supervisory experience supervising a team of technical personnel in a service delivery or customer service capacity. You must have experience with network monitoring and management packages, ticketing systems, call handling, escalation procedures and customer service. You will be responsible for monitoring tickets from our ticketing system and working with the your staff to resolve issues with Microsoft, Active Directory, Exchange, storage and/or VMWare. You will assist management in developing career plans for NOC personnel, assist with hiring, performance management and disciplinary procedures. Shift work in all three NOC shifts is required.

We offer a very attractive compensation and benefits package, including medical, dental, disability and life insurance, flexible spending and a 401(k) plan. We are an EEO employer. We are not a recruiter or contract placement firm.

Requirements

- At least two year's management supervisory experience overseeing a technical team in a service delivery or customer service capacity.
- Broad cross platform knowledge of networking, server, virtulization and storage technologies.
- Strong written and verbal communication skills.
- Strong background in management and/or supervisory experience,.
- Recent technical certifications such as CCNA, CCNP or MCTIP highly valued.
- College degree preferred..
- Superior time management skills working in a fast-paced environment.
- Ability to work well independently under pressure.
- A bright, energetic & positive outlook.
- A great sense of humor.
- Strong discipline with good organization & planning skills.
- Someone who wants to be a member of a team made up of talented, passionate engineers, and who enjoys helping build upon each others' success

Salary range: $81 to $100K