

# NOC Engineer

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**Company:** CMA Technology

**Apply:** [hr@cmaaugusta.com](mailto:hr@cmaaugusta.com)

## Job Summary

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CMA Technology is looking for a NOC Engineer to be the technical authority behind our managed services operation. Where NOC Technicians execute the plan, you are the plan — you set the standards, design the processes, resolve the hard problems, and make the calls that keep our managed environments secure, stable, and ahead of failure.

This is a senior individual contributor role. You'll own the engineering layer of the NOC: defining patching policy, establishing firewall and security baselines, handling escalations that fall outside technician scope, and driving continuous improvement across our tools and procedures. You'll work closely with Technical Services leadership and feed findings upward to vCIO for client strategy conversations.

If you're the person technicians call when they're stuck — and you like it that way — this role was built for you.

## Key Responsibilities

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### Standards & Process Ownership

- Define and maintain patching policy for Windows Server and Desktop environments across all managed clients
- Establish and enforce firewall configuration standards, network device baselines, and security hardening requirements
- Author and own NOC runbooks, escalation criteria, and process documentation
- Review and improve alert definitions, thresholds, and response workflows across monitoring, detection, and RMM platforms

### Escalation & Complex Problem Resolution

- Serve as the technical escalation path for NOC Technicians on infrastructure issues that exceed standard runbooks
- Diagnose and resolve complex server, networking, firewall, and cloud infrastructure problems
- Lead root cause analysis on recurring incidents; implement permanent fixes and updated procedures

## Client Environment Engineering

- Design and validate managed environment configurations for new and existing clients
- Conduct technical reviews during client onboarding and transitions; ensure environments meet CMA standards before NOC monitoring begins
- Identify infrastructure risks, aging hardware, and architectural gaps; document findings for vCIO and Customer Success Manager follow-up

## Security & Compliance Engineering

- Maintain and refine security baselines across endpoint, network, and cloud layers
- Review vulnerability scan results and drive remediation across the managed client base
- Support HIPAA, CJIS, and CMMC compliance requirements in applicable client environments
- Evaluate new tools and platforms for integration into the managed services offering

## Mentorship & NOC Development

- Provide technical guidance and mentorship to NOC Technicians
- Review technician work product for quality and accuracy; identify training gaps
- Contribute to documentation standards and quality reviews

## Qualifications

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### Required

- 4+ years in a systems engineering, network engineering, or senior MSP technical role
- Deep expertise in Windows Server administration: Active Directory, DNS, DHCP, Group Policy, Hyper-V, Azure IaaS
- Strong hands-on experience with enterprise firewalls
- Solid networking fundamentals: routing, switching, VLANs, VPN (site-to-site and SSL), WAN optimization
- Experience designing and enforcing patch management and change management processes
- Proficiency with RMM platforms at an administrative level
- Strong documentation discipline

### Preferred

- Microsoft certifications (Azure Administrator, MCSE, or equivalent)
- Enterprise firewall certification
- CompTIA Security+ or CySA+
- Experience with managed wireless and switching platforms
- Familiarity with managed detection and response (MDR) platforms
- Prior MSP experience managing multi-tenant environments

## Why Join CMA Technology?

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- Own the technical direction of a growing managed services operation — not just execute it
  - Work across a modern, well-tooled stack with real engineering depth
  - Direct line to leadership; your recommendations shape the product and client strategy
  - Strong support structure — technicians handle the routine so you can focus on the hard problems
  - Our employees consistently tell us we are the best place they have ever worked