



Planet Payment (NASDAQ:PLPM) is a leading provider of international payment and transaction processing and multi-currency processing services. Planet Payment provides services in more than 20 countries and territories across the Asia Pacific region, the Americas, the Middle East and Europe. The Company's point-of-sale, e-commerce and ATM services are integrated within the payment card transaction flow enabling acquiring customers, their merchants and consumers to shop, pay, transact and reconcile payment transactions in multiple currencies, geographies and channels.

Planet Payment has offices in New York Beijing, Bermuda, Delaware (New Castle), Dubai, Dublin, Florida (Melbourne), Georgia (Roswell), Hong Kong, London, Mexico City, Shanghai, Singapore and Toronto.

We have an immediate need for a **NOC (Network Operations Center) Analyst** in our New Castle Delaware office.

Job Summary

The job involves in developing and supporting our OLTP environment including a complex hosted payment transaction solution. It manages all IT environments from a systems perspective, including our production, development and office systems. This role is responsible for implementing IT best practices to ensure that operations run efficiently and without interruption 24/7/365.

Job Responsibilities

- System Administration: General system support for a complex payment transaction solution, utilising both Microsoft and Linux solutions on various hardware devices.
- Network: An understanding of network infrastructure.
- System Integrations: Work with internal and external parties to complete system integration and interface technical requirements. This may include networking changes/requirements
- Support: Plan for maintenance activities and general business support needs outside of core business hours, including emergency fix issues. Organisation and execution of routine procedures to ensure system maintenance, reliability and redundancy. Monitoring & reporting on System performance. Act as a contact support resource for production related issues.
- Analysing situations, evaluate alternatives, and implement solutions within standards (where applicable).
- Redundancy: Assist with disaster recovery plans and testing.
- Software Release management & controls: Ensure software releases are effectively delivered onto our development, test and live systems.
- Play an active part to ensure solutions and systems are delivered on time and to high quality levels.
- Support new technologies and/or methodologies to support the goal of reducing time to market.
- Strive to continually improve the team's efficiency.
- Stay abreast of new technologies and products that are relevant to your role.

Job Requirements

- 3+ years' experience in Systems Administration.
- 3+ years' experience in System Analysis or Operations and Systems Monitoring.
- 3rd level qualification in an IT related field OR equivalent experience.
- Excellent Windows Administration experience
- Strong problem-solving and analytical skills
- Excellent verbal and written communication skills
- Demonstrate a successful track record in effectively supporting complex IT solutions, to the requisite quality criteria and on schedule.



- A flexible self-starter coupled with strong motivational drive who has consistently demonstrated the ability to achieve results.
- You will have worked within a structured IT department, and remain flexible to achieve results.
- Some of the following skills/knowledge are desirable (strong plus)
 - Linux Administration
 - Knowledge of network interconnects, routing and TCP/IP
 - Databases (ideally Microsoft SQL Server)
 - ITIL knowledge
 - Experience of PCI compliant environments at the operational layers (systems, infrastructure)