

JOB VACANCY

HDC(161)-HR/IU/2021/20
10th January 2021

Support Technician **Business Unit, Telecommunication Network**

MINIMUM QUALIFICATION & REQUIREMENT

1. Degree or MNQF Level 7 Qualification in Computer Science or Information Technology with minimum 2 years' experience in relevant field. **(OR)**
2. Advanced Diploma or MNQF Level 6 Qualification in Computer Science or Information Technology with minimum 3 years' experience in relevant field. **(OR)**
3. Minimum 4 years of experience in Telecom Industry with Professional Certifications such as CCNA/CCNP.

OVERALL SCOPE

The Support technician is responsible for carrying out all the tasks assigned by the network specialist in the Networking Operation/Service Operation Centre in Hulhumale'.

SCOPE OF WORK

- Provide first level contact and convey resolutions to customer issues.
- Properly escalate unresolved queries to the next level of support.
- Track, route and redirect problems to correct resources.
- Update customer data and produce activity reports.
- Walk customers through problem solving process.
- Follow up with customers, provide feedback and see problems through to resolution.
- Utilise excellent customer service skills and exceed customers' expectations.
- Ensure proper recording, documentation and closure.
- Recommend procedure modifications or improvements.
- Handling and managing customer faults.
- Performing regular checks on the network hardware and software.

JOB SKILLS AND SPECIFICATIONS

- Knowledge of LAN, WAN, VPN and wireless networking technologies.
- Knowledge of IP subnetting, routing and switching, VLAN creation/management, IP address management
- Troubleshooting and multi-tasking skills
- Knowledge of Passive Optical Network and other Telecommunication equipment will be an added advantage.
- Knowledge of help desk procedures, products and services
- Working knowledge of help desk software, databases and remote control.
- Able to work long hours.

SALARY PACKAGE:

Salary negotiable based on educational qualification and experience.

Application Process:

Send the job application along with your CV, copies of accredited certificates, Job reference letters, Police Report and ID card or Driver's License copy via the link (<https://rb.gv/54jnys>). For any additional queries please contact to 3355305.

Application Deadline:

Date: 18th January 2021 (Monday)

Time: 14:00hrs