

JOB VACANCY

HDC(161)-HR/IU/2021/78
9th February 2021

Field 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 FTTH or GPON.

OVERALL SCOPE

The Field Support technician will be carrying out all the tasks assigned by the network engineer and must be working in the field.

SCOPE OF WORK

- Splice fiber optic cables including both loose tube and ribbon optic cables.
- Maintain outside plant records.
- Ability to pay close attention to detail and make good sound decisions based on information given.
- Attend customer premises and resolve client issues.
- Follow up with customers, provide feedback and see problems through to resolution.
- Utilize excellent customer service skills and exceed customers' expectations.
- Recommend procedure modifications or improvements.
- Prepare and maintain splicing records, schematics and diagrams.
- Handling and managing customer faults.
- Client fault management.

JOB SKILLS AND SPECIFICATIONS

- Experience in GPON or Fiber to the Home (FTTH).
- Knowledge of LAN, WAN, VPN and wireless networking technologies.
- IP subnetting, routing and switching, VLAN creation/management, IP address management.
- Troubleshooting and multi-tasking skills.
- Working knowledge of help desk software, databases and remote control.
- Ability to multitask and stay organized under pressure.

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/dlg4yz>). For any additional queries please contact to 3355305.

Application Deadline:

Date: 16th February 2021 (Tuesday)

Time: 14:00hrs