

## Entry-Level / Graduate Engineers

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JTL-Multiple-E/GE-02-26 | Engineering | Internship | Posted on February 19th, 2026 | Expires on February 28th, 2026

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We are seeking passionate and driven telecom engineering graduates to join our Technology Team. This opportunity is ideal for recent graduates or interns looking to gain hands-on experience in a live telecommunications environment.

### **Key Responsibilities:**

- Monitor telecom network performance (Core, Transmission, Radio & IP)
- Perform first-level fault monitoring, analysis, and escalation
- Respond to network alarms and service outages within defined SLAs
- Update incident tickets and prepare daily network performance reports
- Support preventive and corrective maintenance activities
- Provide first-line technical support for enterprise and consumer telecom services
- Troubleshoot connectivity, voice, data, and service quality issues
- Liaise with Network Operations Centre, Field Operations, and Planning teams for issues resolution
- Maintain accurate records on faults and customer communication
- Support service assurance and customer experience initiatives
- Assist in radio, transmission, or core network planning activities
- Support capacity planning, network optimization, and rollout projects
- Analyse network performance data and prepare planning reports
- Assist with site planning, documentation, and network inventory updates

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### **Minimum Qualifications Required Skills & Competencies:**

- Bachelor's degree in Telecommunications Engineering, Electrical & Electronic Engineering, Computer Engineering, or IT
- Fresh graduates or candidates with up to 1 year experience with CCNA/CCNP qualifications
- Basic understanding of telecom networks (LTE, 5G, IP/MPLS, Fibre)
- Familiarity with network monitoring tools or ticketing systems is an added advantage
- Strong analytical and problem-solving skills
- Willingness to learn and work in a 24/7 operational environment
- Good communication skills and ability to work in teams
- Basic computer skills (MS Office, reporting tools)

#### **What We Offer:**

- Structured graduate training and on-the-job mentorship
- Exposure to live telecom networks and modern technologies
- Career development opportunities
- A supportive, diverse, and fast-paced workplace

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Location: Nairobi

Department: Multiple

Job Type: internship