Intern - Support Engineer (Multiple Positions)

Job Purpose:

Responsible for doing follow up on platinum links to assess the level of service we are offering our platinum clients and provide visibility of the critical issues affecting platinum clients in support to the dedicated engineer on this portfolio Using trouble shooting process to solve technical challenges our customers face on the service we provide them, business and home connections. Work under the experienced support engineers to help them learn.

REGULAR DUTIES / RESPONSIBILITIES:

- Watch closely platinum links and manage resolution from start to end using the escalation matrix.
- Manage support cases both enterprise and Faiba home FC FOLLOW UP tickets. Track and escalate pending maintenance cases every morning for prioritization.
- Knowledge Management : generating and sharing weekly, monthly and quarterly reports for our platinum clients
- Any other responsibilities as may be assigned from time to time.

Job Specifications (Qualifications (Academic & Professional), Trainings & Work Experience:

Â Should be a graduate of bachelorâ™s degree from an accredited university or college in Computer Science, Telecom engineering, Electronic and Electrical, Information Technology or related field;

Student of CISCO certification â‘ CCNA encouraged;

No experience required on this role.

Knowledge & Competencies:

Good communication skills.

Analytical skills

Telecommunications Technical aptitude.

Excellent computer skills.

Location: Nairobi

Department: NOC Support

Job Type: internship