

## Enterprise NOC Support Engineer

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JTL-NCS-ENSE-09-25 | Engineering | Contract | Posted on September 11th, 2025 | Expires on September 19th, 2025

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We are looking to recruit an Enterprise NOC Support Engineer whose responsibility will be identifying, diagnosing, managing and resolving incidents to minimise the impact of any network outage and customer downtime. They will also be responsible for ensuring that customer SLA's are achieved for all services using Network Monitoring and end-to-end Incident Management processes.

### **ENTEPRISE NOC SUPPORT ENGINEER JOB RESPONSIBILITIES**

- Troubleshoot and provide first-level customer technical support for JTL's Enterprise customers
  - Handle assigned tickets till closure, including continuous liaison with customers
  - Perform Root Cause Analysis (RCA) for reported and unreported customer issues.
  - Work towards permanent resolution of recurring faults to improve service stability.
  - Proactively monitor links & enterprise services to detect and resolve issues before customer impact.
  - Provide real-time network health surveillance and alarm reporting using monitoring and surveillance tools.
  - Ensure SLA commitments to enterprise customers are consistently met.
  - Escalate performance-related issues to higher support tiers or engineering teams where necessary.
  - Document troubleshooting steps, fixes, and root causes in line with NOC procedures.
  - Contribute to knowledge base and SOP improvements for faster resolution of recurring issues.
  - Attend customer services reviews for the assigned enterprise customers.
  - Create network monthly performance reports for the assigned enterprise customers
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### **QUALIFICATIONS FOR ENTEPRISE NOC SUPPORT ENGINEER ROLE**

- Bachelor's degree in Information Technology, Computer Science, Telecommunications, or related field

- Cisco CCNA is required. CCNP Enterprise, JNCIA, ITIL or equivalent are an added advantage).
  - At least 3 years' experience in a NOC, ISP, or Telecom support environment
  - Strong understanding of networking fundamentals: TCP/IP, LAN, WAN, MPLS, VPN, VLAN, QoS.
  - Hands-on experience with routing & switching protocols (BGP, OSPF, EIGRP, STP).
  - Familiarity with network monitoring tools (e.g., Zabbix, SolarWinds, PRTG, Nagios).
  - Experience with customer connectivity services: DIA, IP VPN, Metro-E, FTTH/FTTx.
  - Ability to perform first-level troubleshooting of routers, switches, and firewalls.
  - Comfortable working with CRM / ticketing systems (e.g., ServiceNow, Remedy, Zoho Desk).
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Location: Nairobi

Department: NOC Support

Job Type: contract