

NOC Support Engineer

JTL-NCS-NSE-08-21 | Engineering | Full-Time | Posted on June 8th, 2022 | Expires on August 13th, 2021

NOC SUPPORT ENGINEER ROLE

We are looking for a competent individual to fill the position of NOC Support Engineer. This role is responsible for providing first level customer technical support; troubleshooting network problems; Management of CRM tickets until closure, including liaising with the customers.

KEY JOB RESPONSIBILITIES FOR NOC SUPPORT ENGINEER ROLE

- Troubleshoot and provide first level customer technical support and feedback on network issues, as per laid down procedures.
- Identify Network status during faulting process, report and escalate for immediate attention.
- Management of CRM tickets until closure, including liaising with the customers.
- Network monitoring; Provide real-time Network Health surveillance and alarm reporting utilizing network monitoring and surveillance software.
- Review and general clean-up of CRM tickets queue.

QUALIFICATIONS FOR THE NOC SUPPORT ENGINEER ROLE

- Bachelor's degree from an accredited university or college in Computer Science, Electronics and Electrical Engineering, Information Technology, Telecommunications Engineering or related field.
- CCNA Certification, will be a distinct advantage.
- Prior experience working in network support is highly desirable.
- Good communication skills.
- Analytical skills - Technical knowledge on LAN devices, various routers, etc
- Telecommunications Technical aptitude.

â Excellent computer skills

Location: Nairobi

Department: NOC Support

Job Type: full-time