

2nd Line Job Specification.

1. Diagnosing and resolving technical issues.
2. Designing and implementing functional network infrastructure.
3. Understand how to manage, configure and troubleshoot Cisco and MicroTik equipment.
4. Understanding and use of monitoring and management tools such as IRIS to investigate and resolve issues and complete requests.
5. Provide 1st, and 2nd line technical support queries professionally and efficiently, maintaining a high degree of customer service.
6. Work effectively and productively with Thier3 support.
7. Take ownership of user problems, perform a technical diagnosis and fix the issue either remotely or on-site.
8. Document all calls on the call logging system correctly.
9. Ensure that all call on logging system are updated with the correct information.
10. Contribute to polices, processes and procedures
11. Ensure that all SLA's are met.
12. Work to SLA thresholds for incident(s), request(s) and problem(s)
13. Reduce the average time to restore/resolve calls on a month-to-month Basis
14. Ensure incident resolution within SLA, by escalating to third line support, other specialist departments and external companies.
15. Prioritizing and managing several open cases and mini projects at one time.
16. Provide solution(s)/work around(s) to incidents and Problems.
17. Establishing a good working relationship with the business and 3rd party's.
18. Keep up to date with advancements in technology.
19. Ensure clients are updated on progress and status of call as per business processes and procedures.
20. Manage Customer expectations.
21. Mentoring team members and addressing user needs.
22. Configure and install software, servers, routers and other network devices.
23. Monitor network performance and integrity.
24. Suggest improvements to network performance, capacity and scalability.

Minimun Requirements

5 Year ISP experience
A+ AND N+
CCNA Qualification
MicroTik Qualification
Drivers Lincense

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