

## **Job Vacancy**

**Job Title:** Field Technician

**Department:** Field Engineering

**Reporting Line:** Field Team Leader

**Location:** Port Elizabeth, South Africa

**Job Objective:** Focus on delivering efficient field support, by resolving incidents and providing support on installations, maintenance and network management. You will need to collaborate with cross-functional teams to enhance service delivery and client satisfaction.

### **1. Key Duties & Responsibilities**

- 24/7 field assistance, on-call
- Proactive monitoring of equipment & facilities
- Assist network installation, testing & commissioning, bringing into service and integration
- Cross connects & jumping
- Assist in maintaining records, inventory and spares
- Assist in receiving equipment, bench test, storage and RMA return handling
- Assist with incident and problem resolution as directed by NOC / TAC
- Provide Service Desk cover as required
- Assist with technical shareholder support/shareholder consultancy and sales support
- Assist with network quality and performance management
- Assist with the creation of ad hoc reports as needed

### **2. Minimum Qualifications:**

- Bachelor's degree (or equivalent work experience) in a technical field
- Technical certifications i.e., CCNA or equivalent field experience (desirable)

### **3. Experience & Skills**

- Requires 2 years of relevant work experience in telecom industry
- Knowledge of platforms including OTN, DWDM, SDH and Data (Ethernet, IP/MPLS, OSPF, BGP).
- Knowledge in supporting transmission and switching equipment from leading manufacturers. i.e., Mikrotik, Juniper, Tejas Networks etc.
- Effective written and verbal communication skills
- Excellent communication and soft skills, including the ability to listen, summarise and concisely share key information with clients

### **4. Attributes**

- Client focused, relationship builder
- Integrity, honest with high ethical standards
- Boundless, passionate and flexible
- Personal excellence, accuracy and attention to detail
- Collaborative, achieve results through teamwork and partnerships

### **How to Apply**

Qualified candidates are encouraged to apply by submitting their updated CV including three referees. The deadline for application is 12<sup>th</sup> July 2024. Applications should be sent to applications@wiocc.net indicating the job position in the subject line

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