VACANCY:
Technical Support Representative

SimbaNET Tanzania Limited is part of the Wananchi Group and one of East Africa's leading Internet, data, TV services and multimedia communiction solutions providers.

We are looking for **Customer Support Representative,** He/she will be reporting to the Costomer Support Manager,

Job Purpose:

To provide effective written/email/Skype and voice/phone call technical support and troubleshooting assistance for customer inquiries regarding Wide Area Network (WAN), Local Area Network (LAN), Internet, data, mail and managed LAN services within established guidelines, standard processes & procedures at the Helpdesk with the aim of ensuring customer satisfaction.

Key Roles:

- Provide excellent customer support and Problem Solving
- Efficient and professional call handling and management.
- Attend to all client queries either through call, email, Skype, chat, and any other customer queries on resolution of internet, data, email and connectivity (LAN and WAN (point-to-point)) related issues.
- Monitor and report performance and capacity of customer links.
- Trouble Tickets (TT) escalation/follow-ups/updates/feedback.
- Take ownership of customer issues reported and see problems through to resolution.
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues.
- Ensure network security by safeguarding against unauthorized access and abuse of services.
- Proactive outbound calls to customer to measure their satisfaction.
- Coordinate with NOC – Core and Service delivery teams on Trouble Ticket (TT and ensure all are attended and completed on time.
- Providing technical advice to Sales and CAMs for existing and new services.

Qualifications:

- B.Sc. degree in Communication and Information Technology, Telecommunications Engineering, Computer Science, B.Eng. Electrical and Electronics Engineering, Electronics and Telecommunications Engineering or equivalent.
- 2 Years working in Service Provider or Telecom provider network.

Apply to: recruitment@simbanet.co.tz , Deadline: 2nd October 2022.

www.simbanet.co.tz