PR/117827 | Shift work / IT Operation Centre Engineer

Job Information

Recruiter
JAC Recruitment UK

Job ID
1521254

Industry
IT Consulting

Job Type
Permanent Full-time

Location
United Kingdom

Salary
Negotiable, based on experience

Refreshed
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General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

ITOC Support Engineer

Business: Information Technology

Company Location: Dockland

Salary: 33,300 GBP/ year

Office working

All of the applicants must have an eligible visa for working in the UK.

Job description

As a 24x7 shift engineer at IT Operation Centre (ITOC), act as the 1st and 2nd level support and play a crucial role in early

recovery of Network / **Mobile services** / **IOT services** /customers' services in the event of faults and trouble. Carry out a variety of technical tasks to meet or exceed customers' expectation by liaising with vendors, carriers, **Mobile Operators,** third-parties, and other related organisations. Contribute in delivering new services and products from an operational perspective. Execute tasks assigned by the Line Manager and contribute to building a strong team. All tasks must be delivered in a professional and timely manner to ensure customer satisfaction

Requirements

Knowledge and proficiency in MS Office Excel, Word, PowerPoint and Visio. Knowledge and proficiency in maintenance and installation of network infrastructure, security, server or virtualization.

Fluent English language skills required (verbal and written). Ability to investigate and source answers to various service portals, ticket, email and telephone enquiries. Proven customer service and facing experience, at all customer levels. Flexible

approach, able to work outside of normal working hours when requested. Strong time management/multi tasking & organisational skills .Good communication with customers, colleagues and related 3rd party vendors. A valid CCNP/CCNA, JNCIP certification, IoT /mobile networking experience will be an advantage. Significant experience in implementing and troubleshooting network or PC/server throughout OSI 7 layers. Strong work ethic and reliable time keeping and attendance. Ad hoc requests from your Line Manager.

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Company Description