



PR/117827 | Shift work / IT Operation Centre Engineer

#### 募集職種

#### 人材紹介会社

ジェイエイシーリクルートメントイギリス

#### 求人ID

1521254

#### 業種

ITコンサルティング

#### 雇用形態

正社員

#### 勤務地

イギリス

#### 給与

経験考慮の上、応相談

#### 更新日

2025年02月07日 10:56

#### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可は必要ありません

#### 募集要項

**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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#citylondon

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会社説明