Service Operation Center (SOC), Level 1 (Technician/Engineer)

Responsibilities:

- Perform day to day technical support and fault management for all network products and services
- Manage day-to-day operational matters and functions of the SOC
- To manage customer service problem/network outage as per SOC processes and procedures
- To adhere to SOC processes and procedures
- To perform escalation as per SOC processes and procedure during service problem/network outages
- To perform first level troubleshooting during service/network outages
- To manage customers during service/network outages
- To do escalation to other Department such as TAC/System during outages if required
- Responsible for problem/incident management, tracking of all issues, escalation and reporting
- To monitor network and services as per SOC processes and procedures

Requirements:

- Prior experience working in a Network Operation Center will be advantageous
- Possess a Diploma or equivalent in IT/Networking or related area.
- Knowledge of telecommunication systems and network environments
- Strong team player who is committed to customer service excellence
- Proven ability to work independently and within a team environment
- Strong interpersonal and communication skills and comfortable in a culturally diverse global working environment.
- Independent problem solving skills with the ability to assume leadership of resolution activities.
- Able to work on standby, on-call and over weekend and public holiday if required
- Full-Time positions available.
- Applicants should be Malaysian citizens or hold relevant residence status.
Benefits:
* Annual Company Trip
* Annual Company Dinner and regular company sponsored staff activities.
* Medical allowance
* Transportation allowance
* Meal allowance
* Performance bonus

Interested candidates are invited to apply via email to halilah@extremebb.net, and MUST state their latest detailed resume, experience, current and expected salary, together with a recent passport-sized photograph.

ONLY SHORTLISTED CANDIDATES WILL BE NOTIFIED ACCORDINGLY