

Solution Engineers - 24x7

Cyberjaya (Selangor)

Responsibilities:

- To perform general network operations functions such as monitoring, maintaining and managing the daily 24x7 operation of networks, all backbone links, network devices, servers and services.
- To provide quality technical support in the network-related problems actively and in a timely manner.
- Creation of tickets to track and document resolution of problems.
- Interact with NTT MSC customers either by telephone or electronically to provide and process information in response to inquiries, concerns, requests, and complaints about products and services. The NOC also is a front line for a wide range of issues, including emergencies such as Denial-of-Service (DDoS) attacks, loss of connectivity and security issues.
- To perform troubleshooting on malfunctions encountered with networking devices and its operations.
- To maintain the coordination effectively with other professionals in delivering the services as and when needed.

Requirements:

- Bachelor Degree in Computer Science or Information Technology.
- Possess Professional Certification in networking, such as CCNA, JNCIA and etc. will be an added advantage.
- Preferably with some working experience in networking related jobs.
- **24x7 support is required - Flexibility in terms of working on shift.**
- At least 3 years' relevant working experience.

Skills and Attributes:

- Strong knowledge of networking concepts, good knowledge of IP addressing and TCP/IP networking.
- Strong knowledge of network management practices and procedures is an advantage.
- Able to work within time-constraint periods.
- Have the ability to manage and execute tasks in a timely manner.
- Able to prepare written and oral reports effectively.
- Good verbal and written communication skills in English and Bahasa Malaysia.
- Knowledge in Japanese Language is an added advantage.