**datacentrix**

**Serious about performance,** passionate about value

Datacentrix Holdings Limited
Incorporated in the Republic of South Africa
(Registration number: 1998/006413/06)
Share code: DCT
ISIN: ZAE000016051
("Datacentrix")

## Careers @ Datacentrix

**Job Title: Senior Network Support Engineer**

**Location: Durban**

Focuses on the maintenance of customer ICT networks as part of IT Managed Services offerings provided to Datacentrix customers. Support functions extend from testing and troubleshooting problems to regular maintenance. Contribute high-level support such as strategic planning of network upgrades and high-level network performance analyses.

## Primary Role Accountabilities:

- Implementation, maintenance, monitoring and management of networking infrastructure and capability (hardware and software solutions).
- Analyzes and solves common and complex network problems through reasoning, troubleshooting and innovative thinking.
- Develops and maintains a professional working relationship with the clients and client end-users in support of the Service Delivery Manager.
- Liaises with 3rd party vendors to resolve escalated incidents, problems and queries.
- Maintains service and quality levels according to of the company business standards, processes and procedures.
- Creates and updates documentation related to installation procedures and troubleshooting of network incidents.
- Communicates oral or written feedback and technical information to all levels of end-users and customer IT management.

## Critical Requirements - Skills, Experience & Qualifications:

- Implementation, maintenance, monitoring and management of networking infrastructure and capability (hardware and software solutions).
- Analyzes and solves common and complex network problems through reasoning, troubleshooting and innovative thinking.
- Develops and maintains a professional working relationship with the clients and client end-users in support of the Service Delivery Manager.
- Liaises with 3rd party vendors to resolve escalated incidents, problems and queries.
- Maintains service and quality levels according to of the company business standards, processes and procedures.

- Creates and updates documentation related to installation procedures and troubleshooting of network incidents.
- Communicates oral or written feedback and technical information to all levels of end-users and customer IT management.

### Additional:

- Please note that further checks will be conducted once the candidates are shortlisted (i.e. credit check; SA fraud check; ID verifiation; academic verification; criminal check).
- Please ensure you provide an updated CV and updated certifiedqualifications including a
- certified copy of your ID.

Datacentrix is an equal opportunity employer and in filling this vacant position, preference will be given to candidates from Previously Disadvantaged Backgrounds in terms of the Employment Equity Act and practice

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