**Job Title: 2nd Line Support Engineer**

**Location: Cape Town – eNetworks**

* eNetworks believes in first contact resolution. This means that we have highly skilled engineers taking client calls.
* This role will be primary point of contact for the customer for all supported infrastructure and specific 3rd party-related problems. Take ownership of all owned incidents from logging to resolution. Assist with internal desktop support queries.

**Primary Role Accountabilities:**

* Logging of Incidents and Service Requests, ensuring end to end management, resolution and ownership of tickets.
* Handling support requests / be a point of escalation in the call’s lifetime.
* Identify and escalate requests requiring urgent attention.
* Ensuring that an ongoing contribution toward positive customer satisfaction is achieved.
* Coordination of incidents and requests in order to meet Service Level Agreements.
* Liaise with various 3rd parties to ensure call resolution
* Adherence to call lifecycle processes and procedures.
* Assist with internal IT support queries.
* Liaising with the project management team, 3rd line engineers and network engineers on a regular basis.
* Will be part of an after-hours standby rotation cycle.

**Critical Requirements - Skills, Experience & Qualifications:**

* Matric Qualification
* Tertiary qualification
* Basic Linux command line skills
* Excellent practical networking skills (N+ qualification and 5+ years experience)
  + (IPv4) understanding
  + MTU
  + Trouble shooting
  + VLAN understanding
* Network troubleshooting (WAN connectivity)
* ADSL troubleshooting
* Wireless networks
* Email understanding
* Good understanding of DNS including on types of records and troubleshooting – Bind, powerDNS, unbound
* Configure IP phones and troubleshoot call issues (VoIP)
* Mikrotik and Cisco experience
* Ability to work under pressure and multitask while prioritising workload and issues.
* Performance-driven and attention to detail.
* Excellent communication skills.
* Ideal candidate will have experience working in an ISP environment
* Valid Driver’s License and own vehicle

**Additional:**

* Please note that further checks will be conducted once the candidates are shortlisted (i.e. SA fraud check; ID verification; academic verification; criminal check).
* Please ensure you provide an updated CV and updated certified qualifications including a certified copy of your ID.
* Appointment is subject to conclusion of positive outcomes on these checks

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