

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: Technician - eNetworks

Location: Cape Town

Candidate will respond to Helpdesk queries, answer calls and tickets, log faults with vendors and escalate according to escalation matrices or when needed. Candidate will also assist in internal desktop support queries.

Primary role accountabilities:

- Respond to tickets and calls logged via Support Desk as well as tickets/calls escalations
- Ensure expected mean time to response and mean time to resolve metrics are met on the Support Desk
- Investigate, troubleshoot and resolve issues relating to connectivity over ISP network / 3rd party partner networks or to ISP hosted services.
- Ensure managed customer networks uptime and service availability while limiting interruptions and downtime.
- Configure and deploy customer-side equipment and/or servers as necessary.

Critical requirements - skills, experience and qualifications:

- Really good understanding of both Windows Server OS's (2003 and up) and Linux based OS's.
- Really good understanding of networking fundamentals, DNS, mail, database management and web hosting.
- Experience in troubleshooting ADSL, Wireless, Ethernet, Fibre and IP connectivity - At least 2 years of experience working in Linux server administration and maintenance and troubleshooting Linux based web, mail, SQL and DNS related issues.
- Must be well spoken have a good command of the English language and must be able to deal with customers in a professional manner.
- Own reliable transport and driver's license

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

Contact

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