

CAREERS OPPORTUNITIES

We are one of ICT leading companies providing fixed network telecommunications services covering Broadband, Dedicated Internet, Managed WiFi, Managed ICT Services and IP Telephony (Xkomm). Our company located in Plaza Sentral, KL Sentral.

Currently we have an urgent job opening for position:

NOC Engineer (Junior)

Job Scope

- Perform day-to-day support for Network Operations Centre.
- Attend customer's inquiry and complaints through calls and emails.
- Manage TT handling process including create and update TT in CMMS, acknowledgement and escalation to relevant team, TT monitoring up to TT closure.
- Escalate critical incidents or outages to higher level staff team for resolution.
- Perform network monitoring
- Network and equipment monitoring i.e., CPE switch, UPS, PDU, CMTS, DC EMS
- Provide level 1 & 2 IP Phone troubleshooting.
- Setup cisco IP Telephony for new service activation.
- Assist and coordinate customers, suppliers and vendors for Data Centre access.
- Prepare CCMS, client monthly bandwidth and site access reports.
- Coordinate and notify all preventive, pro active and corrective maintenance activities to relevant parties.

Requirements:

- Possess at least Diploma or Higher Graduate in Engineering / IT (Computer) / Telecommunication or equivalent.
- Understanding of IT Network fundamentals (LAN, WAN, OSI Layer) is an added advantage.
- Good communication skills.
- Able to work independently, reliable and team player.
- Able to work in shifts (24x7x365)
- Applicants must be willing to work in Klang Valley area.
- Fresh graduates are encouraged to apply.

Remuneration & Benefits:

- Basic salary
- Shift allowance
- Overtime
- Annual leave
- Medical

Send Your Resume To: info@xmt.com.my