

<b>Role Title</b>	<b>NOC TECHNICIAN</b>		
<b>Advert Date</b>	<b>11-FEB-2025</b>		

### Role Summary

As a NOC Technician you'll be responsible for coordinating and dispatching field teams for the installation, maintenance, and troubleshooting of enterprise fixed data services. This includes LTE, Point-to-Multipoint (PTMP), Microwave, and Fixed Data networks. The role involves ensuring timely resolution of service requests, optimizing network performance, and providing technical support to both field engineers and enterprise clients.

### Responsibilities:

<b>Service Request Management</b>	<ul style="list-style-type: none"> <li>Prioritize and dispatch field engineers based on service level agreements (SLAs) and urgency.</li> </ul>
	<ul style="list-style-type: none"> <li>Receive and log enterprise fixed data service requests, incidents, and escalations.</li> </ul>
	<ul style="list-style-type: none"> <li>Track work orders and ensure timely updates from the field teams.</li> </ul>
<b>Enterprise Fixed Data Support</b>	<ul style="list-style-type: none"> <li>Provide first-level troubleshooting support for LTE, PTMP, Microwave, and other fixed data connections.</li> </ul>
	<ul style="list-style-type: none"> <li>Assist field engineers with remote diagnostics and configuration guidance.</li> </ul>
<b>Network Performance Monitoring</b>	<ul style="list-style-type: none"> <li>Utilize network monitoring tools to track the health and performance of LTE, PTMP, Microwave, and fixed data links.</li> </ul>
	<ul style="list-style-type: none"> <li>Analyze reports and trends to improve network stability and customer experience.</li> </ul>
<b>Field Coordination &amp; Logistics</b>	<ul style="list-style-type: none"> <li>Assign and coordinate field teams for installations, repairs, and upgrades.</li> </ul>
	<ul style="list-style-type: none"> <li>Ensure technicians have the necessary tools, spare parts, and documentation for site visits.</li> </ul>
<b>Incident &amp; Change Management</b>	<ul style="list-style-type: none"> <li>Assign and coordinate field teams for installations, repairs, and upgrades.</li> </ul>
	<ul style="list-style-type: none"> <li>Coordinate network changes, upgrades, and optimizations while minimizing service disruption.</li> </ul>
<b>Stakeholder Communication &amp; Reporting</b>	<ul style="list-style-type: none"> <li>Communicate with enterprise clients regarding service schedules, maintenance activities, and incident resolutions.</li> </ul>

## Required Skills

- Understanding of LTE, PTMP, Microwave, and fixed data technologies.
- Familiarity with network monitoring tools and troubleshooting methodologies.
- Basic knowledge of networking protocols and enterprise connectivity solutions.
- Strong coordination and multitasking abilities.
- Excellent communication and customer service skills.
- Problem-solving and decision-making capabilities.

## Qualifications

**Education:** At least a Diploma in Electrical and Electronics engineering, Telecommunication engineering, Computer Science or any other related field.

**Certifications:** CCNA, HCIA, or equivalent networking certifications (preferred).

**Experience:** 1+ years in telecom dispatch, field coordination, or NOC support roles.

## Application Method

Email: [hr@geonet-tech.co.ke](mailto:hr@geonet-tech.co.ke)

Closing Date: 17<sup>th</sup> FEB 2025

