



JOB DESCRIPTION: FIELD TECHNICIAN



Role Title	NOC TECHNICIAN		
Advert Date	11-FEB-2025		


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:	
Service Request Management	• Prioritize and dispatch field engineers based on service level agreements (SLAs) and urgency.
	• Receive and log enterprise fixed data service requests, incidents, and escalations.
	• Track work orders and ensure timely updates from the field teams.
Enterprise Fixed Data Support	• Provide first-level troubleshooting support for LTE, PTMP, Microwave, and other fixed data connections.
	• Assist field engineers with remote diagnostics and configuration guidance.
Network Performance Monitoring	• Utilize network monitoring tools to track the health and performance of LTE, PTMP, Microwave, and fixed data links.
	• Analyze reports and trends to improve network stability and customer experience.
Field Coordination & Logistics	• Assign and coordinate field teams for installations, repairs, and upgrades.
	• Ensure technicians have the necessary tools, spare parts, and documentation for site visits.
Incident & Change Management	• Assign and coordinate field teams for installations, repairs, and upgrades.
	• Coordinate network changes, upgrades, and optimizations while minimizing service disruption.
Stakeholder Communication & Reporting	• Communicate with enterprise clients regarding service schedules, maintenance activities, and incident resolutions.

Required Skills
<ul style="list-style-type: none"> • Understanding of LTE, PTMP, Microwave, and fixed data technologies.
<ul style="list-style-type: none"> • Familiarity with network monitoring tools and troubleshooting methodologies.
<ul style="list-style-type: none"> • Basic knowledge of networking protocols and enterprise connectivity solutions.
<ul style="list-style-type: none"> • Strong coordination and multitasking abilities.
<ul style="list-style-type: none"> • Excellent communication and customer service skills.
<ul style="list-style-type: none"> • 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	
Closing Date: 17 th FEB 2025	