



SYDPRO
RIGHT PEOPLE | RIGHT NOW

We are looking for

Network Support Officers

Sydpro is Australia's premier remote staffing provider with a satellite office in Colombo, Sri Lanka that began operations in 2014 with the aim of introducing the cream of Sri Lanka's ICT workforce, to contribute meaningful value to our Australian client base.

One of our clients in Australia is seeking Network Support Officers. We are looking for candidates who are passionate about network engineering and who like to come up with new ideas for improvement and innovation.

This is a wonderful opportunity with a large Australian company and the successful applicant will be required to deliver services to Australian working hours. Also, it's a fun and supportive environment with plenty of opportunity to grow and learn.

Position Purpose

Under moderate supervision, the Network Support Officer is responsible for incident management and technical support for all the client's products.

This includes monitoring, troubleshooting and resolving any technical service issues that arise, communicating with customers on the same, and escalating technical issues and faults to the Network Engineering team where needed.

This role is also responsible for communication of any network outages and critical events internally that may affect our service delivery, and thereby level of customer service and satisfaction.

Responsibilities

- Developing effective relationships with all key stakeholders, including other employees of Network Operations, Provisioning, Network Engineering, and the broader operations team.
- Working effectively with third party service providers to ensure an effective and efficient service.
- Responding within service level agreement expectations to all customer incidents and providing a high level of customer service.
- Recording and processing all incidents fully and accurately and following the client's defined processes to resolve them.
- Communicating and setting accurate incident severity levels to ensure that customer incidents are resolved in an efficient manner.
- Delegating resolution tasks to other teams as needed for effective and timely resolution.
- Creating and managing service calls to the relevant customer location/transmissions sites for effective and timely resolution.
- Positively managing customer expectations and communicating effectively during the troubleshooting process.
- Being the primary contact for partner and direct customer, post service provisioning handoff, for any change requests.
- Relaying information from third party service partners to key stakeholders in an efficient manner.
- Participating in the 24/7/365 rotating roster.
- Execution of planned maintenance (Firmware upgrades, config changes, spectrum analysis etc)
- Ensuring that knowledge of internal network monitoring systems and devices remains current and up to date to assist in proactively troubleshooting and escalating faults.
- Identifying and reporting network incidents and potential incidents in a timely manner.
- Monitoring/managing last mile connections proactively and resolving issues before they affect our customers.
- Raising and managing incidents in 3rd party portals.
- Escalating of third party service partners' incidents internally and externally.
- Submitting accurate tickets/task assigned to the Network Operations Centre team with service level expectations.
- Ensuring accuracy of data in client's key systems reflecting all relevant, up to date information.
- Any other tasks as required.

Direct Reports

This role is a stand-alone role and has no direct reports. There are 3 levels of role, Level 1, 2 and 3.

This position description should be read in conjunction with the Skills and Competency Framework which further expands on technical and behavioural expectations at each level.

Qualifications/Experience

- Experience working in a technical operations role implementing, maintaining networks and systems in a telecommunications company and/or networks service provider.
- Experience working with network equipment from vendors such as Cisco (IOS and IOS-XR), Juniper, Huawei, HPE Comware, Mikrotik, A10, Palo Alto, Ubiquiti, Netonix, Eltek, SAIE, SAF and Ignitenet
- Experience with service provider network technologies such as BGP, OSPF, MPLS, RSVP-TE, L3VPN, radio PtP/PtMP systems, broadband aggregation, and QoS.
- Strong focus on customer service and providing an excellent service.
- Demonstrated commitment to maintaining up-to-date knowledge of emerging technology/trends.
- Demonstrated ability to be a quick learner easily adapting to emerging requirements and needs.
- Demonstrated ability to work both individually as well as part of a close knit team.
- Demonstrated ability to plan and organise the achievement of multiple priorities without neglecting any, in a timely manner.
- A confident communicator able to think on his/her feet.
- Ability to reach decisions and make recommendations based on available information
- Ability to communicate complex technical issues simply, clearly and concisely.
- Strong, written and verbal communication skills.
- Advanced ability to drive for results and focus on outcomes whilst working autonomously.
- Strong analytical skills.
- Advanced attention to detail and accuracy skills.
- High ability to show initiative and be proactive.
- Willingness to take ownership network incidents from start to finish (own the resolution not the the cause of the fault).

An attractive salary package awaits the right candidate
Please forward your CV to info@sydpro.com
and mention the post applied for in the subject line