

IT Technician at Corporate Staffing

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

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Corporate Staffing Services is a leading recruitment agency in Kenya providing complete recruitment services. In the last ten years we have been partners to local and foreign businesses looking to hire Kenyan professionals. We have recruited for diverse clients in different sectors and industries.

Responsibilities

Attend to assigned calls (including PMs) within the SLA

Escalate all calls that are not closed to the senior engineer

Inform the client of the performance of his equipment

Shall recommend, request spares, and replace the specific parts in the clients' machines

Shall document all services carried out on a machine in a timely manner by completing a job sheet

Shall report on duty as stipulated in his employment contract or as directed by the supervisor and abide by operations regulation

Provide updates on the events in the field in order to attain the best service delivery practices

Complete necessary certifications as directed by the supervisor

To attend all technical meetings

To project and represent a positive image of the company

Take necessary steps to minimize risks/ company exposure to liability

Qualifications

Bachelor/Diploma Certificate in IT or Electronics Engineering

Minimum three years of experience in a Technician's role

Work experience in communication operators' data centers is preferred;

Has knowledge of OSI seven-layer model, can configure routers/switches/firewalls;

Has knowledge of Linux, experience with CentOS is preferred;

Have used virtualization software, CAS is preferred;

Has knowledge of storage, those who have used nimble are preferred;

Has knowledge of databases, those who have used Oracle are preferred;

Has knowledge of the data center's cabling work

Able to drive

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