QSSS-TL-CSE-CUSTOMER SUPPORT SERVICE ENGINEER TIER

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Company: Q-Sourcing Servtec

Location: Nairobi

Category: office-and-administrative-support

JOB TITLE: CUSTOMER SUPPORT SERVICE ENGINEER TIER About This Job: Q-Sourcing Limited trading as Q-Sourcing Servtec is a manpower management solutions firm operating in the East African Region in the countries of Uganda, Kenya, Tanzania, Rwanda, and South Sudan. On behalf of our client, we are looking for a competent , skilled, and experienced Customer Support Service Engineer Tier to work in Juba South Sudan. Job Summary : Reporting to the Head of Technical, this role exists to provide excellent customer service and offer remote 1st level technical support to company customers via all available communication channels to provide first call resolution. The role also provides undertaking first-line diagnosis and support on any reported service query or faults. KEY ROLES AND RESPONSIBILITIES Provides 1st level of troubleshooting and remote technical support to provide First Call Resolution to customer issues reported through the call center. Create tickets promptly, categorize accurately, update in a timely manner and if unable to provide FCR, assign to Tier II. Ensure that all customer tickets are acknowledged and responded to promptly to meet the initial response SLA Ensure that all tickets are assigned the correct priority and SLA target based on the nature of the fault or request Manage and updates customer tickets with the relevant information for both the customers and internal record. Respond to customer enquiries promptly on or channel the request to the relevant department and follow through to ensure that the issue is address Manage the ticket flow to ensure that all tickets raised are handled and resolved within SLA Constantly update the customers on fault resolution progress as may be required through the most appropriate

communication channels. Ensures timely communication to all customers on all network changes as detailed in the change management tickets raised for both planned and emergency maintenance/changes. Proactive monitoring of services to ensure communication is done on both general and specific faults to the affected customers Perform outbound communication activities e.g. payment reminders and other technical projects as may be required Do timely follow-ups with internal teams for fault resolution updates and populate these updates on the customer tickets Prepares scheduled and ad-hoc reports that may be required from the contact centre from both internal and external customers Maintain and update Customer Contacts Database with the latest contact details QUALIFICATIONS AND EXPERIENCE: Diploma holder in Computer Science, Telecommunications or Electrical and Electronic Engineering Customer service training Certification in Microsoft, Amazon or any cloud-based/Cybersecurity certifications Experience in customer handling environment within the Telecommunication indust 6 months Superior written and verbal communication skills. In-depth understanding of technological trends and solutions related to the Liquid Telecom product portfolio Ability to effectively prioritize and execute tasks in a high-pressure environment. Ability to troubleshoot and resolve level 1 network connectivity problems. Ability to listen patiently and respond calmly to diffuse situations and leave customers with a good impression Show empathy to customers on all communication channels Basic understanding of Routing and Switching protocols Ability to effectively prioritize and execute tasks in a high-pressure environment Have a positive attitude projecting a friendly tone and using positive language will help reassure customers that a solution will be reached. Attention to detail and organization. Listens carefully to customers and provide them with accurate and satisfying answers Adaptability and ability to handle, and manage technical issues and customer demands in real-time. Application procedure: Interested and qualified applicants should submit their applications through the link below.

https://qsourcingservtec.applytojob.com/apply/xvGLDhPvWH/QSSKTLCSECUSTOMER-SUPPORT-SERVICE-ENGINEER-TIER Note: Only shortlisted applicants will be contacted. Q-SOURCING SERVTEC IS AN EQUAL OPPORTUNITY EMPLOYER. ANY SOLICITATION WILL LEAD TO DISQUALIFICATION. Powered by JazzHR

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