

Service Engineer at Wananchi Group

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Company: JobWebKenya

Location: Kenya

Category: architecture-and-engineering

Job Description

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Wananchi is the leading business providing affordable entertainment and connectivity for the rapidly growing middle class in East Africa.

The job holder will be expected to: –

Identify customer problems of a technical nature that are relevant for technical organization's quality improvement.

Investigate and design ad hoc reports that can assist the technical team.

Undertake extensive troubleshooting for any escalated matters using the existing systems and follow up that they have been resolved.

Act as a liaison between the Cs Team and the NOC, Engineering and technical team in reporting customer calls and queries so as to provide sufficient information in trying to understand and resolve customer related problems.

Ensure % retention of all handled customers on their next due date.

Win back customers on Non-Paying disconnect and churn, by resolving their technical challenges to ensure customer satisfaction.

Upsell services to the customers to ensure increase of revenue.

Key Roles:

Extensive troubleshooting of all customer escalated matters including but not limited to HFC, GPON, METRO, MPLS, WiMAX, DTH, TV and managed Wi-Fi.

Research for potential trouble spots using the available troubleshooting tools and providing workable solutions and/or escalating to the relevant department for closure.

Good interpretation of customer calls to meaningful reports and understanding of the Network which can be presented to the technical team for continuous improvement of customer issues.

Act as a liaison between the technical team and CS team on customer issues reporting.

Log and follow-up on faults with internal / external suppliers.

Good knowledge of the troubleshooting systems so as to analyze, provide feedback and recommendations for improvements.

Design and develop reports and analysis that will assist the technical team to pin point trouble spots which require immediate actions.

Follow up on any tasks which are allocated by the Technical Support Team Leader.

Any other duty that may be assigned.

Experience and Background Required:

Technical background is required with B.Sc. degree in IT, Engineering, Computer Science, Computer Technology or related field.

Good understanding of all the troubleshooting systems within the organization.

Good understanding of the METRO, MPLS, HFC, GPON and Satellite networks.

CCNA /CCNP practical knowledge of its application and certification is an advantage.

Call Centre experience as an Agent/Quality or Supervisor is an added advantage.

Understanding and experience on CRM, trouble ticketing systems, dispatch procedures and processes within the Customer Experience department.

Experience in a triple play company would be an added advantage.

Experience in Onsite support and maintenance is an added advantage.

Knowledge and experience in reading, analyzing, and interpreting periodical reports and technical procedures.

Experience in writing reports. Proficient in MS Office – specifically Excel, Word, PowerPoint.

Ability to effectively present information and respond to questions from groups of managers, clients and customers.

Experience in solving practical problems and dealing with a variety of concrete variables in situations where only limited standardization exists.

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