



APPLY WITHIN

POSITION: Technical and NOC Support Officer

DEPARTMENT: Engineering Department

REPORTS TO: Engineering Manager

JOB SUMMARY

Green Dot Limited is looking for technically skilled candidates with excellent interpersonal skills for the technical and NOC support position. Technical and NOC support officers will engage with customers, guiding them through troubleshooting steps and providing timely and accurate feedback to resolve issues efficiently. Your commitment to maintaining network integrity will involve actively updating, monitoring, and managing all aspects of the network. Handling multiple cases simultaneously, you will provide procedural documentation to support users and contribute to the seamless operation of IT processes. Stay current with emerging technologies, testing and evaluating new solutions to enhance the organization's technical capabilities.

DUTIES AND RESPONSIBILITIES

- Identifying hardware and software solutions.
- Installs, modifies, and makes minor repairs to computer hardware and software systems.
- Troubleshooting technical issues.
- Diagnosing and repairing faults.
- Resolving network issues.
- Installing and configuring hardware and software.
- Installs software and necessary applications for workflow.
- Resolves tickets representing staff-generated technical requests or problems and troubleshoots technical and process issues to maintain productivity.
- Speaking to customers to quickly get to the root of their problem.
- Providing timely and accurate customer feedback.
- Talking customers through a series of actions to resolve a problem.
- Following up with clients to ensure the problem is resolved.
- Resolve technical issues related to network interruptions

- Actively update, maintain and monitor all aspects of the network
- Supporting the roll-out of new applications.
- Providing support in the form of procedural documentation.
- Managing multiple cases at one time.
- Testing and evaluating new technologies.
- Act as the initial point of contact for all related concerns from customers or other employees

Technical and NOC Support Qualification:

- Degree in computer science or information technology.
- Certification in Microsoft, Linux, or Cisco is advantageous.

Technical and NOC Support Experience:

- 2-3 years experience in tech support, desktop support, or a similar role.
- Proficiency in Windows/Linux/Mac OS.
- Experience with remote desktop applications and help desk software

Technical and NOC Support Pre-requisite:

- Excellent problem-solving and troubleshooting skills.
- The ability to communicate technical information in an accessible manner to non-technical persons.
- A process improvement mind-set.
- Software maintenance and testing capability.
- Vendor relations.
- Basic knowledge of networking principles and operating systems.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Customer-service focus.
- Collaborative mind-set.
- Hands-on problem-solving ability.
- Accept constructive criticism and customer feedback regarding their experience with services
- Time-management skills and the ability to establish reasonable and attainable deadlines for resolution.
- Attention to detail and good problem-solving skills.
- Excellent interpersonal skills.
- Good written and verbal communication.

All applications must be accompanied with résumés, additionally please state clearly the position for which you are applying. Submit to Green Dot Limited, 40 Bejucal Road, Cunupia via email to: jobs@greendotgroup.co **APPLICATION DEADLINE: 8th of January, 2024.**