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PR/095084 | Network Support Engineer, Avaya (Hong Kong)

募集職種

人材紹介会社
ジェイ エイ シー リクルートメント シンガポール

求人ID
1538285

業種
ITコンサルティング

雇用形態
正社員

勤務地
香港

給与
経験考慮の上、応相談

更新日
2025年05月01日 20:14

応募必要条件

職務経験
3年以上

キャリアレベル
中途経験者レベル

英語レベル
ビジネス会話レベル

日本語レベル
ビジネス会話レベル

最終学歴
短大卒： 準学士号

現在のビザ
日本での就労許可は必要ありません

募集要項

Company Overview:

My client is regional IT Solutions Company with more than 30 years of experience. They are looking for people who are passionate and capable of supporting system relating to Contact Center solution (Including Social, Mobile, voice & email channel) and cloud application solution. They are looking to bring on board a Network Support Engineer, Avaya (Hong Kong).

Responsibilities:

- Assist in project implementation/testing activities.

- Handle incident and service requests from customers, and provide on-site support as required.

- Supports voice engineering initiatives for all project-related and ongoing operations support for voice communications services.

- Coordinate with multiple vendors / customers to perform live troubleshooting as required.

- Monitors ticket queues to ensure customer tickets and service requests are promptly addressed.

- Monitors, review, recommend, test, and implement new software revision/feature sets/patch evaluation and trade studies, periodic system refresh.

- Responsible for day to day user troubleshooting.

- Provide operational and maintenance support services for critical systems.

- Provide systems support, problem diagnostics on reported problems.

Requirements:

1. University degree in Computer Sciences, Informatics or Engineering equivalent discipline

2. 2-3 years of relevant IT working experience with business applications or contact center solutions. Fresh graduate would be considered.

3. 2 -3 years of IT industry experience in maintaining and supporting system and/or network infrastructure. Fresh graduates may also be considered.

4. Hands-on experience in maintaining VoIP System infrastructure, Microsoft Windows OS/Linux Server, Networking/Router/Switch, VMWare should be an advantage.

5. Good understanding of Avaya architecture and design will be advantage

6. Good hands on experience on Avaya PABX will be advantage

7. Experience and knowledge of Telephony protocols (VOIP, SIP, H.323)

8. Good customer service skills, highly motivated, self starter

9. Can be available 24/7 or able to respond within a 4 hour period if needed

10. Self-motivated, proactive, customer focused and drive-to-learn personality.

11. Good analytical and logical mind to analysis and address the problem.

12. Ability to work as part of a team to provide support to various customer environments.

Raymond Ler (R1876114)

JAC Recruitment Pte. Ltd. (90C3026)

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会社説明