Access Network Engineer

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Company: Professional Employers (Pvt.) Ltd.

Location: Islamabad

Category: other-general

RESPONSIBILITIES:

1- The successful candidate will utilize his/her advanced knowledge of telecommunications and excellent customer service skills in this position to:
Provide technical support service to the customers independently or jointly with a technical support team;

2- Develop the technical solution and issue the design documents: HLD, LLD;
Provide detailed information on how to set up, configure, and upgrade, migrate Access Network Products;

3- Pre-sales support for testing, bidding, or holding workshops in the field of Fixed Access Networks;

4- Track and solve all technical issues appear during testing/workshop/project delivery activities, provide to the customer the necessary technical support and suggestions, and maintain good cooperation with customer and business partners;

5- Troubleshoot hardware and software issues and identify network/application issues;

6- Use various department tools, technical knowledge, lab equipment, and online resources to provide technical solutions to customers.

REQUIREMENTS

- Technical degree;

- High-level English;

- Familiarity with the following products or solutions: DSLAM, MSAN, OLT, MxU, - FTTX, GPON, xDSL, management and monitoring systems(U2000/NCE);

-Strong customer service experience, technical support, and troubleshooting skills;

Minimum of 2 years of telecommunications customer service/ technical support experience;

Experience with Huawei Access Network products is considered a big advantage;

HCIX / CCNA qualification is a plus

Capable of taking the initiative to identify, resolve problems, and improve the work environment;

Ability to work on multiple tasks at the same time and prioritize them accordingly;

Excellent interpersonal and communication skills;

Good team spirit and adaptability;

Ability to work in a fast-paced and dynamic environment.

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