



## BE EXTRAORDINARY!

A Digicel employee is responsive, agile and caring. We push boundaries and are uncomfortable being comfortable. We question norms and we put our ideas into action. We care about our customers and we show it. That's why 11 million customers worldwide including Bermuda choose and trust Digicel!

### **SYSTEMS ENGINEER**

Digicel is seeking a self-motivated and customer oriented individual for the position of Systems Engineer. The successful candidate must be able to roll-out workstations, troubleshoot networks and implement firewalls & switches.

#### **Primary responsibilities will include (but not limited to):**

- Provide superb technical system and user support by responding to calls, email, and personal requests for technical support
- Establish, maintain, and increase client satisfaction through professional, courteous, and caring service
- Document, track, and monitor problems to ensure a timely resolution
- Help make users productive.
- Offer guidance and help users solve common IT problems
- Document issues and follow up with clients
- Know when to redirect problems that require an onsite solution
- Use remote control tools to control a user's machine to troubleshoot problems
- Resolve technical problems, detect patterns of issues, and coordinate with staff regarding persistent problems
- Assist other Technical Support Specialists in troubleshooting difficult or time-sensitive problems
- Monitor NOC alerts and, as necessary, coordinate further action
- Maintain your knowledge and expertise by learning new and evolving technologies and by achieving appropriate industry and professional certifications
- Contribute to company vision and direction by helping improve technical practices, as well as choosing key technologies and issues to address as we grow

#### **The successful candidate will possess the following qualifications, skills and experience:**

- A Bachelor's degree or equivalent certification
- At least 2-5 years relevant experience
- Proven customer service and problem solving skills, providing remote support services
- Excellent communication and writing skills

Interested persons should apply with a cover letter and detailed resume to: [hr.bermuda@digicelgroup.com](mailto:hr.bermuda@digicelgroup.com).

Closing date: April 15th, 2016