## DC Engineer

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| **Job Position:** | **DC Engineer** |
| **Reports to:** | **Back Office Manager & Country FS Lead** |
| **Grade Level:** | **TBD** |
| **Supervises:** | **N/A** |

| **SUBJECT AND DESCRIPTION** |
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| **Job Summary** |
| * Assist in the resolution of first level IT related hardware, and network issues organization-wide. |

| **ROLES AND RESPONSIBILITIES** |
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| * Assist in providing general first level technical support DC organisation-wide. * Assist in resolving issues and attending to service requests in line with agreed SLAs. * Interact and consult with internal and external customers to manage customer satisfaction. * Assist in developing and maintaining an accurate database of historical information about previous user issues. * Collate and prepare appropriate daily, weekly and monthly activity and performance reports for the attention of the BO and FS Lead. * Perform other duties as assigned by the BO and FS Lead. |

| **EDUCATION AND EXPERIENCE** |
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| * First degree or equivalent in a relevant discipline. * Minimum of two (2) years relevant work experience. |