‘1. Please verify (Is it correct information?):  
• Company Name: NeocomISP Limited  
• Company Address: Building: Building #19, street 90, Sangkat Sras Chork, Khan Daun Penh, Phnom Penh.

2. Number of interns (s): Please verify (Is it correct information?):  
• SNA: ….. (what Position/title?)  
• WEP:……   (what position/title?)

·         Technical Support Officer 2 positions

·         Network Engineer 1 position

·         System Engineer 1 position

·         NOC Engineer 1 position

**Main Tasks:**

* Install Internet connections and other communications connections for NTC Customers following NTC procedures
* Resolve technical issues for customers with NTC provided services. Over the phone, remote. Support and on customers site required
* Keeping quick to action for attending services after getting assignments from Supervisor & Manager
* Keep on time for appointments with customers requested
* Suggest improvements to Supervisor Services Support/ Coordinator and Management
* Promptly escalate issues and concerns to Supervisor or Management as required
* Follow-up colleagues inside NTC to provide service to NTC customers
* Maintain good communication with other NTC staff
* Maintain good relationships with NTC customers and potential NTC customers

**Requirements:**

* Experience with Modems, Wi-Fi, TCP/IP, Routers, Switches, VPN, Firewall, Fiber Optic and other internet related technologies
* Internet Explorer, E-Mail etc.
* Ability to Solve Problems
* Ability to travel on company business, potentially to other provinces
* Prior work experience in the IT or Computer Science fields are desirable
* Punctual, patient and enthusiastic
* Flexible to work outside of normal business hours when required

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