

## **Hiring IT technical support officer**

**Vacancy: 01**

**Job Context:**

Candidates having hands-on experience in Windows platform and professional certification in MCSA, MCP, RHCE, CCNA will get extra preference.

**Job Requirements:**

- IP Network Configuration, Troubleshooting, and Maintenance.
- Provide support for IP network and system to the client.
- Follow-up with customers and take the update from them regularly to build a friendly professional relationship.
- Ability to work effectively with a team under the supervision and instruction of the departmental head.
- Attending customers' complaints and queries through phone calls, emails, or other means
- Provide remote and onsite technical support to the clients
- Work with vendors and co-location/pop site in performing site improvements and maintenance.

**Educational Requirements:**

- At least 1 year(s)
- B.Sc in Computer Science and Engineering
- The applicants should have experience in the following area(s):  
Customer Support
- The applicants should have experience in the following business area(s):ISP
- Fresher's are also encouraged to apply

**Additional Requirements:**

- Both males and females are allowed to apply
- Knowledge of Windows Server is mandatory.
- Working experience in any ISP company is preferable.
- Good communication and interpersonal skills both in Bengali & English.

**What to Expect:**

- There is often pressure to work as fast as possible to deal with problems and achieve immediate results in all situations, either to ensure the minimum loss of manufacturing or customer-contact time, or to enable members of staff to use their computer again.
- Considerable client contact is usually required.
- If you have responsibility for hardware or networks, you may have to lift and carry equipment and stretch to access items in awkward places. The dress code tends to be casual, reflecting the physical nature of the work, but you are typically expected to maintain a reasonable standard of smartness.
- Travel within a working day is sometimes needed and may be required at short notice.
- Overnight absence from home may be necessary and overseas travel is only occasionally required.
- This profession is currently male-dominated, but steps are being taken to redress the balance.

**Job Location:** Dhaka

**Salary:** Negotiable

**Compensation & Other Benefits**

- Weekly 1 holiday
- As per company policy

Apply with detailed CV and a cover letter to [nasima.ahmed@paperfly.com.bd](mailto:nasima.ahmed@paperfly.com.bd)  
within 10<sup>th</sup> February, 2019.

Hard Copy CV with a cover letter is also acceptable to the office address.