JOB DESCRIPTION

JOB TITLE	CISCO ENGINEER
REPORTING TO	HEAD OF TECHNICAL DIVISION

Duties and Responsibilities:
- Support for LAN and WAN networks for a large organization
- Support for Cisco IP Telephony environment for a 1500 user deployment
- Support for Cisco Contact Centre environment
- Support telephone handsets on Cisco with some linked out of the country.
- Support for distributed PSTN gateways

Education	- Bachelor's degree in computer science/engineering or information technology preferred. - Must be CISCO certified - Cisco CCNA Routing and Switching, CCNA collaboration certifications preferred
Experience	- Must have 2-3 years relevant experience in support - Experience on support for Cisco WAN connectivity, Local ISP, Connectivity within the country and out of the country. - Technical aptitude in telecommunication infrastructure - Good analytical skills
Knowledge and Skills Requirements	- Excellent communication and documentation skills - Strong analytical and trouble-shooting skills - Must be able to work within the stipulated deadlines. - Strong analysis and application abilities. - Strong observation skills. - Fast learner, self-motivated and positive attitude - Stress resistant and a team player - Flexible; able to work for long hours.
Key competencies	- Solution-Oriented Analysis - Sound Decision-Making