

## **Engineer, Technical Support (Philippines)**

Your roles and responsibilities:

- Handle technical issues highlighted by external and internal clients in a timely and professional manner via email, phone or any other approved channel of communication.
- Respond, troubleshoot 1st level, escalate / follow up and resolve cases within OLA & SLA.
- Monitor Alerts – Check and resolve alert events, escalating to relevant parties when needed. Ensure monitoring systems are working properly and not triggering false alerts.
- Assist clients and vendors integration tests / UAT. Coordinate tests with regional colleagues if needed.
- Adhere to Support Operation SOP and policies (e.g. case summary, task checklists, helpdesk, ISMS, etc.)
- Practise good discipline in attendance, punctuality and stewardship of company assets (phones, sims), ensuring smooth operations and transition between shifts.
- Communicate clearly, keeping clients, colleagues, external partners and any relevant stakeholders informed on case progress / status.
- Support maintenance or migration activities carried out to align with technical support team in HQ.

What we need from you:

- At least 2 years of working experience in support operation, systems monitoring and troubleshooting.
- Experience in Telecom industry and/or mobile operator is an added advantage.
- Good verbal and written English communication skills.
- Personality traits - pleasant personality, self-motivated and able to tolerate high pressure from demanding clients.
- Possess a Degree in Computer Science/Information Technology or its equivalent.

