

## **Assistant Post-Sales Support**

### **Role & Responsibilities**

- Installing and configuring hardware, software, systems, networks, security and product related
- Planning and undertaking scheduled maintenance upgrades
- Talking to customer's technical team to determine the nature of any problems they encounter
- Responding to systems and equipment breakdowns 24 x 7 that includes and not limited to replacing part/equipment
- Investigating, diagnosing and solving computer software and hardware faults
- Maintaining records of hardware and software licences
- Project documentation
- Related assigned networking tasks deemed relevant and needed

### **Requirements**

- Graduate in Computer Science major in networks.
- Minimum 3 solid years as post sales engineer.
- Knowledge on any of the below will be added advantage:
  1. Switching, routing or wireless
  2. DDI (DNS, DHCP, IPAM)
  3. Security
- CCNA/CCNP &/or any security vendor certification is a definite plus.
- Team player spirit and works cohesively.
- Resilient, independent and always "on the go" mode.
- Adaptable to work beyond 9-6, weekends and public holidays (as needed).