

VACANCY



The positive growth at MTC, Namibia's leading telecommunications company, now warrants appointment in the following vacancy:

Enterprise Solutions Administrator (B5)

The incumbent will report to the **Product Executive: Enterprise Services**.

Job Competencies Include:

The primary purpose of this position is to provide first-line technical support to resolve customer issues, ensuring seamless operation of the services rendered and further provide excellent customer service while maintaining compliance with service level agreements (SLAs).

- Act as a first line of escalation and support queries via email, telephone or in person.
- Coordinate and ensure all escalated customer requests, queries, and complaints are resolved.
- Keep users informed and updated on the status of incidents and issues, ensuring they are aware of progress every step of the way.
- Explain complex technical issues in clear, simple terms to ensure customers understand the problem and solution to ensure that new complaints are addressed promptly, and response times meet the required SLAs.
- Troubleshoot and resolve a wide range of network-related issues, including those related to TCP/IP, DNS, DHCP, LAN, WAN, VPN, switches, routers, wireless access points (APs), and VoIP systems.
- Proactively report any recurring issues, trends, or technical challenges to relevant stakeholders.
- Provide onsite troubleshooting or network implementation as required and diagnose and resolve user-reported issues with enterprise product solutions.
- Gather detailed information to resolve incidents quickly and efficiently, documenting all actions taken and keeping relevant parties informed.
- Participate in the implementation of new enterprise solution requests, including data migration and configuration.
- Provide weekly and monthly network performance reports (PTMP, FTTH and International).
- Provide monthly service availability reports to customers, identifying trends and recurring issues for improvement.
- Document all issues, findings, actions taken, and resolutions in an easily understandable manner, ensuring that records are clear and comprehensive.

Qualifications and Personal Competencies:

- Diploma in Information Technology, Computer Science, or a related field.
- CompTIA Network +, CompTia A+, CCNA, or similar certifications.
- Experience working in a technical networking environment.
- Insight into virtualization, cloud computing, and VoIP concepts.
- Familiarity with switches, routers, wireless access points, and their configurations.
- Strong understanding of networking concepts, protocols (e.g., TCP/IP, DNS, DHCP), and technologies (e.g., LAN, WAN, VPN).
- Excellent analytical thinking capabilities with great attention to detail.
- Strong understanding of enterprise application architecture and functionality (e.g., ERP, CRM, HR systems).
- Exceptional customer service skills with the ability to maintain service level agreements (SLAs), and ensuring efficient incident resolution.

Application closing date: Thursday, 8 May 2025

Submissions should contain a comprehensive CV supported by a motivation (cover) letter and qualifications and should be addressed as follows:

Application: **(Please state clearly which position you are applying for)**

Att: Human Resource Practitioner, Alexis Barry,

P O Box 23051, Windhoek, or C/o Mose Tjitendero & Hamutenya Wanahepo Ndadi Street, Olympia, Windhoek

Apply via the recruitment site: https://jobopportunities.net/jobs_search.aspx

NB: Only short-listed candidates will be contacted, and no CVs or documents will be returned.

* Previously disadvantaged people are encouraged to apply.

MTC is an equal opportunities employer and offers a competitive remuneration package to the successful candidate.



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