Position: NOC Support
Grade: OG-II
Division: Information Technology
Location: Head Office - Karachi

<u>Required Qualification & Experience:</u>
Graduate/ Postgraduate degree preferably in Computer Science or equivalent from an HEC-recognized university.

- 2+ years' experience in systems engineering or network management
- Basic Knowledge of LAN / WAN, systems & Database
- Excellent oral and written communication skills
- Ability to work independently and as part of a team
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<u>Key Responsibility:</u>

- Provide telephone, network, and application support, conducting 1st and 2nd line support; troubleshoot and diagnose network, server, and application issues; make recommendations on system improvements; and provide support and training to users.
- Coordinate with internal and external vendors for problem resolution.
- Perform routine maintenance on equipment and network, including backup and recovery
- Provide remote support to users.
- Monitoring of ATM's & WAN links & coordinate with vendors on 1st level support
- Can perform systems analysis, problem resolution, and network optimization
- Participate in a 24x7 call-out rota if required.
- Perform other tasks as assigned by the line manager.