Position Description

Title of position
CBJ GNC Junior Network Analyst (Shift)

Department
NetStar Global NetCentre (GNC)

Location
Cyberjaya GNC

Prime Purpose of Position:
Provide first level technical escalation to GNC NetStar customers as overflow of calls, tickets, and requests requires. Ensure service level agreements are met and provide a single point of contact for ownership of escalated requests and issues. This role is approximately 25% technical and 75% administrative.

Reporting to:
CBJ GNC Team Lead (with guidance as appropriate from the CBJ GNC Manager)

Staff
N/A

Responsibilities:

• Ensure all policies, procedures, and work instructions are followed in the interests of customer satisfaction and contractual obligations in a 24x7 environment.
• Customer focus providing consultancy to business clients regarding availability and functionality of services.
• Enforce and review GNC process to ensure documentation is current and to provide management escalation for the GNC staff.
• Diagnoses of problems and provide solutions to achieve service restoration.
• Escalation as required of cases to internal, management, and third party vendors.
- Ensure that the correct procedures and processes are followed at all times in accordance with NetStar and customer policies.

**Authority:**
- Third party vendors where appropriate such as technical escalation or onsite maintenance.
- Escalate any issues to NetStar management or external technical resource as deemed appropriate with due attention to the escalation procedure.

**Communication**
- NetStar customers as required for fault diagnosis and rectification.
- Third party vendors such as telcos and vendor assistance centres.
- Daily with GNC Team Lead on duty to ensure appropriate technical and management escalations are being followed.
- Weekly or daily with GNC Manager depending on shift.
- NetStar Management as required.

**Key Result Areas**
- Time management and prioritization to balance competing customer and internal demands.
- Ensure GNC staff is at adherence to customer Service Level Agreements.
- Customer satisfaction and quality of trouble ticket updates.

**Skills required – mandatory**
- General understanding of LAN and WAN technologies.
- Strong written and verbal communication skills.
- Strong competency of MS office applications.
- Self starter who works well under pressure with attention to detail.

**Skills required – desirable**
- Understanding of Change Management Methodologies.
- Vendor management skills and understanding of Service Level Agreements.
- General understanding of Cisco and aDSL products.

**Qualifications, Certification, Experience**
- Minimum 1 years experience in a related field within the IT industry.
- Bachelor’s degree in IT/Business or any equivalent professional degree.
- Industry certifications such as CCNA/MCSA/CompTIA A+ a plus.