



VACANCY

TECHNICIAN

Vodafone Vanuatu is seeking for a Technician based in Port Vila.

Mission

- Provide the best possible service to all Vodafone Vanuatu internal and external customers to achieve the highest level of customer satisfactions
 - Handle all inbound/outbound technical calls, assist walking customer's with queries and issues
 - Have a complete and comprehensive understanding of all products, services, policies and procedures
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Function

- Provide best possible service to customer to achieve highest level of customer satisfaction which includes; friendly, knowledgeable, and efficient response to requests, queries, and issues.
- Ensure to have complete and comprehensive understanding of all Vodafone Vanuatu and client product and services
- Handle and resolve customer complaints in time and treat them as business opportunities to ensure continuous improvement and development.

1 Email Services

- Create new Email account on SURGEMAIL System
- Reset Email Account Passwords on surge mail
- Set up new email account on new smart phones bought from Vodafone Vanuatu

2 Internet Service

- Create new customer account on RBS
- Create and modify internet profiles on OLT
- Create DSL profiles & speed on MSAN
- Assist customer on Vodafone Vanuatu Webmail queries, e-account services
- Configure ADSL modems, 4G Routers, Mi-Fi Devices & FLY Box equipment

3 Faults

- Perform Technical troubleshoot with customer on Fib/Adsl/Wimax & Flybox services
- Assist Customer on Internet connection issues on (RBS, MSAN, OLT Platform)
- Assist Customer on email issues (Cannot send/Receive emails)
- Assist customers on configuration issues (Email & Internet)
- Extend to identify & explain to customers cause of connections issues on their premises
- Perform Line Test n GPTo, MSAN, OLT & Liaise with Line Technicians on External tasks
- Troubleshooting DNS related issues
- Remotely assisting field technicians on MSAN line issues and readings for ADSL requirements
- Remotely assisting field technicians on GPoN Attenuation and Phone Line issues
- Dispatch fault to respective actors on GPTo
- Maintain up to date fault tickets and close after gathering customers' feedback
- Troubleshooting Radio Broadband Link (Nano) & VPN issues

- Using Allot platform to perform deep troubleshooting and propose trial upgrade to customers that over utilising the bandwidth
- Extract session logs for users on RBS to corporate and sales team for credit notes
- Troubleshoot, Identify and explain to customer the cause of issue on private network when customer insisted that the issue was on Vodafone Vanuatu network

4 General Queries

- Assist corporate support with walked-in customers 'issues
- Assisting corporate support & sales team on general queries related to internet/ email/fault.
- Participate in other duties and projects under the direction of the Manager.

Competences:

1. Knowledge

- Certificate on Telecommunication engineering or equivalent.
- At least two years of experience in Telecommunication field

2. Skills

- Fluent English/ French and Bislama
- Good writing and verbal skills
- Power Point Presentation
- Ability to follow directions and procedures
- Customer and service oriented
- Have a Valid Driver's Licence

3. Personal characteristics

- Ability to fast learn and adapt.
- Ability to work under pressure
- Loyalty, dedication and hard work
- Honest
- Availability in emergencies and urgent situation
- To work closely with multiple team

Interested applicants for the above position may send in their application and CV addressed to HR Coordinator, P.O. Box 146, Port Vila, or valerie.dinh@vodafone.com.vu before on **Wednesday 07TH September, 2022.**