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**topjobs**

**Voigue**

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Colombo 9, Sri Lanka



**Job Ref No:  
744271**

**Closing Date:  
17/03/2020**



## Network Engineer



### NETWORK ENGINEER



#### WHO ARE WE?

Voigue is an IT/ Networking solution provider based in Sri Lanka. We are in the hunt for energetic, self-motivated individuals and preferably individuals who have experience in handling Australian customers to join our team as Network Engineers.

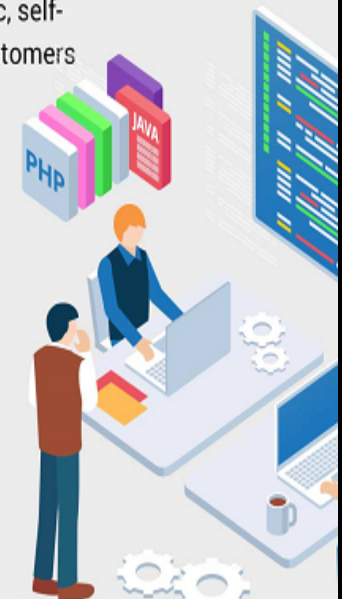
#### WHAT WE ARE LOOKING FOR?

- Excellent command in English
- Exposure in technical field
- Previous Experience in CCNA would be highly regarded

#### KEY RESPONSIBILITY

##### TECHNICAL SUPPORT

- Answering technical support telephone calls and assisting customers with their issue/enquiries
- Diagnosing and lodging faults with data wholesale suppliers
- Checking and responding to helpdesk technical support emails
- Server and router administration
- Configuring and troubleshooting of SIP handsets and other SIP endpoints
- Configuring Asterisk PABX features such as IVR's, Queues, Schedules etc Configuring CPE for all types of data connections



## HELP DESK SUPPORT

- Answer customer calls in a timely and efficient manner
- Log customer technical support jobs in a timely and efficient manner
- Maintain communication levels with customers with respect to their job status
- Escalate technical support jobs as required

### Experience / Knowledge

- Various software and hardware tools
- DNS configuration and maintenance
- ADSL and other Broadband modem and router configurations
- Network design, components, wiring and cabling methods, concepts, and various application
- SIP Voice technologies – Asterisk Open-source PABX Configuring and troubleshooting Cisco routers and firewalls
- Routing and subnets
- POP3 and SMTP email client configuration

### Skills

- Demonstrated ability to provide technical support
- Maintain and troubleshoot network systems and identify and correct problems
- Excellent telephony skills
- Ability to learn and understand the company's product suite
- High degree of accuracy, planning and organisation
- Ability to handle and schedule a demanding workload to meet customer requirements
- Ability to meet on call requirements
- Communicate effectively orally and in writing
- Meet schedules and time lines
- Maintain documentation and records

### Education & Qualifications

- Any combination of training, experience and/or education degree level equivalent supplemented by satisfactory completion of industry technical certification courses in the use of computers and applications (such as Microsoft, Juniper, Cisco, etc.), data communications technology, and problem determination.

### WHATS IN IT FOR YOU?

- An attractive remuneration package starting from 110,000 LKR per month Rewarding career
- development opportunities
- New exposures and learning curves

Please email your resume to [careers@voigue.com](mailto:careers@voigue.com) indicating the position applied on the subject line.  
Your resume will be treated confidentially and only successful applicants will be

contacted for interviews.

Embrace a change where your actions will make a difference. Apply today!

[www.voigue.com](http://www.voigue.com)

Working office:

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