

# We are **HIRING!**

## **IT Executive**

### **Enterprise Support**

#### **Job Summary**

This position is responsible to support all aspects of Enterprise service operation center; technical administration, monitoring, preventive as well as incident management and ensure effective coordination with internal and external stakeholders.

#### **Requirements**

- BSc in IT Computer and/or Networking from recognized institution.
- HND with at least three (5) years working experience in digital ICT industry.
- Excellent knowledge and understanding of ICT, network and digital platform.
- Technical professional certification is an advantage; Cisco, ITIL, PMP, etc.
- Team player and ability to work under pressure and extra-miles with good inter-personal skills.
- Ability to identify technical issues and render workable solutions.
- Good analytical and drafting ideas with high degree of integrity and confidentiality.
- Highly proficient with MS Office (MS Word, MS Excel and MS PowerPoint, MS Visio).
- Ability to communicate, present and influence key stakeholders at all levels of an organization.
- Strong critical thinking and problem solving.
- Strong verbal and written communication skills.
- Strong basic ICT and networking troubleshooting skills.
- Communicate with others within internal or external stakeholders.
- Ability to handle challenging client requests or issues escalations as needed.

#### **Key Accountabilities**

- Ensure service operations center are delivered and managed in timely manner.
- Ensure all services managed efficiently and timely.
- Attend and assist any urgent request from the Heads and Management at any time.
- Ensure timely and successful delivery according to SLA.
- To provide technical service operation center support to Head of Enterprise Support.
- To manage all Enterprise technical operation; administration, monitoring, preventive maintenance.
- To support all Enterprise incident management for government and corporate when required.
- To develop and provide Enterprise operation report; weekly, monthly, and ad-hoc reports.
- Client- focused based on back-to-back Enterprise Sales Service Level Agreement.

Curriculum Vitae must be submitted to:

[recruitment@imagine.com.bn](mailto:recruitment@imagine.com.bn) no later than Wednesday, 21<sup>st</sup> September 2022.

Only shortlisted candidates will be notified.