

## **JOB DESCRIPTION**

**Designation** : Junior Solution Engineer (Security Business Unit)

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### **Roles & Responsibilities:**

- Providing Professional Services including project management, logistic management, project planning, configuration and implementation, testing, integration and migration, and network documentation.
- 24 x 7 level 1/2 field engineering support including swift response to customers, troubleshooting and resolution service and preventive maintenance work for customer network.
- Offering technical advises to customers and follow up with product vendors on unresolved problems till a satisfactory solution is concluded. Coordinating for RMA logistic matters with product vendors.
- Continuous upgrading of self knowledge in LAN, WAN technologies, IP switching/routing, firewalls, internet infrastructure will be expected.

### **Additional Sales Opportunities :**

- Proof of concept deployed and follow up closure
- Leads and recommendation of solutions under the suite of products Transitions systems carries
- Rapport with customers to build relationship to farm out more opportunities for the organization

### **Measurement :**

- Strong sense of responsibility, urgency, initiative and commitment.
- Resourceful, strong problem-solving skills with the ability to work independently and cope with pressure.
- A team player and excellent people management skills.
- Continuous relevant certifications by respective products is required

### **Requirements:**

- Fresh Diploma holders in IT / Computer Studies / Electronics Engineering or equivalent
- No experience needed /Training will be provided

### **Certificates Requirement:**

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*\* Please note : This Job Description is subjected to change by the Management or Reporting Manager as deem fit.*