

JOB DESCRIPTION

Designation : Solution Engineer (Security Business Unit)

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.
- Conduct firmware regression test on new equipment prior production.
- Continuous upgrading of self knowledge in LAN, WAN technologies, IP switching/routing, firewalls, internet infrastructure will be expected.
- Will be expected to handle multiple projects at anytime
- Expected to perform fault call cases 24 x 7 x 4 when assigned

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.
- Experience and capable to manage projects independently
- Timely closure of project not exceeding 14 days
- Complain free installation with satisfied customer review will be acknowledged
- Continuous relevant certifications by respective products is required

Requirement :

- Degree / Diploma in IT / Computer Studies or equivalent
- Min 3 years hands on experience in troubleshooting complex multi-vendor network issues
- Strong knowledge of security and networking infrastructure environment
- Process good analytical, communication and interpersonal skill
- Self motivate, independent and ability to multi-task

Certificates Requirement:

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