



## PERMANENT POSITIONS

<b><u>Department:</u></b>	<b>Metropolitan Trading Company (MTC)</b>
<b><u>Position:</u></b>	<b>Technical Support: Level 2/3 x3 (Permanent)</b>
<b><u>Salary Range:</u></b>	<b>Market Related Salary</b>
<b><u>Division or Cluster:</u></b>	<b>Operations</b>
<b><u>Reports to:</u></b>	<b>NOC Manager</b>
<b><u>Workplace:</u></b>	<b>Braampark</b>

### **BRIEF BACKGROUND OF METROPOLITAN TRADING COMPANY:**

Metropolitan Trading Company (MTC) is an entity owned by the City of Joburg Metropolitan Municipality (the City) tasked with operating Johannesburg Broadband Network (JBN).

The aim of the JBN is to ensure the availability of affordable broadband connectivity throughout the City, which will support socio-economic development through accelerated growth, expanded productivity leading to enhanced quality of life for all. JBN is also aimed to lower the City's own operating costs whilst increasing access to telecommunications services for residents in the City. This will stimulate economic development in the City, reduce ICT costs and provide available broadband access to the industry.

The primary objectives of MTC are:

- To increase the competitiveness of existing businesses within the City.
- Increase the usage and penetration of high-speed broadband connectivity.
- Facilitate the growth and development of new and existing Information and Communication Technology (ICT) businesses.
- Improve the marketability of Joburg as an investment destination.
- Increase and accelerate access to the benefits of internet-based communication to achieve digital inclusion.
- Reduce the operating costs to the City and improve service delivery.

MTC is currently embarking on a recruitment process for the purposes of capacitating its resources to enable seamless operations.

### **Educational Requirements and Experience**

- National Diploma in Information Technology or Related Field
- (Commissioning, upgrade network integration background through computer knowledge platform (Windows, Unix)).
- ITIL Certification
- At least five (5) years' experience within the technical support field using CISCO and/ or Ericsson hardware
- Ability to work under pressure
- Good interpersonal and communication skills
- Computer literate

### **Short Detailed Job Description:**

- Dialogue with N O C during online integration phase or upgrade/extension operation
- Escalate and perform basic troubleshooting case of problem during commissioning or upgrade phase
- Handle the site elementary acceptance phase; perform the tests relevant to this phase and provide the relevant reports
- Run the contractual acceptance tests on the equipment with the customer or its representative.
- Provide support for customer demo - demonstrating new features and problem fixes etc.
- Analyse the problems encountered on the site and any solutions in accordance with Service Level Agreement (SLA).
- Operate on sites at callers' request to repair faulty sites (corrective or palliative solution) as quickly as possible,
- Support on specific operations (migrations)
- Restore the good process / correct inconsistency of equipment / software
- Establish and maintain the production tool chain in accordance with specifications.
- Reproduce, broadcast and archive generic software and associated tools.
- Maintain and follow a production load plan consistent with new releases (and maintenance releases) introduction plan within customer's networks.

**For further information relating to Job Description and Specification, interested applicants can contact:**

**Contact Person:** Viola Nzou  
**Tel No:** (011) 431 1357

**A comprehensive CV, certified copies of your Qualifications and certified ID copy should be emailed to:**

**E-Mail:** [recruitment1@tianaconsulting.co.za](mailto:recruitment1@tianaconsulting.co.za)

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VACANCY CIRCULAR: **MTC RECRUITMENT 002/2018**

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