

Moavte Mauritius Ltd Company is hiring a Telecom Engineer!

Movate, formerly CSS Corp, is a digital technology and customer experience services company committed to disrupting the industry with boundless agility, human-centered innovation, and a relentless focus on driving client outcomes. Recognized as one of the most awarded and analyst-accredited companies in its revenue range, Movate helps ambitious, growth-oriented companies across industries stay ahead of the curve by leveraging its world-class talent of over 11,700+ full-time Movators across 20 global locations and a gig network of thousands of technology experts across 60 countries, speaking over 100 languages.

Situated at **11th Floor Shri Atal Bihari Vajpayee, Eben Cybercity**

Duties are as follows:

1. Process Adherence and Activities
 - Troubleshoot all Level 1/2 cases from the customers.
 - Focus on customer satisfaction.
 - Document all communication with customers in the CRM.
 - Manage backlog efficiently.
 - Notify/Discuss/Escalate with Senior L2/ATAC/TL/Manager on SR's that require assistance.
 - Plan and constantly work on upgrading technology and product expertise.
 - Contribute to the knowledge base.
 - Understand the SLA's and work/align style of working towards meeting them.
 - Be aware of KRAs and make sure KRAs are met.

2. Technical: Analog and Digital Telephony, Voice Networking (QSIG/DPNSS), VOIP, PBX, WINDOWS OS, Networking, Routing, WAN

We are currently looking for degree holders in Telecommunication Engineering with Networking

Duration: Full time

Experience: Freshers are most welcome to apply

Remuneration: Not to disclose

Working Days/ Time: From Monday to Friday (9 hours shift between 8am and 5pm (CET)

Send your CV/ Motivation Letter to: priya.bhantooa@movate.com

By: 15 October 2023

Learn more on their company: ([Link to company website](#))