

Harel Mallac Technologies is recruiting a **Associate System Engineers (Managed Services)**

About Harel Mallac Technologies

Harel Mallac Technologies (HMT), a subsidiary of Harel Mallac Group, is a leading ICT company in the Indian Ocean & African continent since 34 years. It provides Technology Solutions & Services to clients across industries locally & regionally. In line with its expansion strategy, HMT is looking out for key talents and professionals to leverage on emerging technologies for its business development.

Job description:

- Interacts with customers and collects information on customer requirements.
- Ascertains technical validation and ensures that when required, technical validation of solution is backed up by relevant suppliers/manufacturers.
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- Submits an intervention report detailing problem description, action taken and customer signature stating that intervention has been completed to satisfaction; otherwise stating status of work completed and remaining to be completed. Performs collection of necessary information and ascertain understanding and capabilities relating to the intervention task/s.
- Performs assigned tasks for intervention, as well as addressing any related issues regarding any other equipment from HMTL at client's site.
- Ensures best efforts to assist in completion of intervention right the first time.
- Advises client of intended action plan prior to exit from client site.
- Ensures logging of any equipment, requiring complex repairs, brought to repair centre and follow up on completion of repairs.
- Fills in and submits an intervention report following completion of intervention.
- Providing effective telephonic technical support to clients
- Acting as the prime liaison on technical discussions between the customer and the department in all critical problem situations OR when technicians and senior technicians are not able to cope with problem at hand
- Liaising effectively and efficiently with Helpdesk to communicate with clients from time of logging of call until completion of call
- Ensuring proper functioning of the team towards providing a solution to the customer's problem.
- Conversant with

Skills & competencies required:

- A Degree in Computer Science
- Hardware troubleshooting skills
- Good communication and interpersonal skills
- Good written and spoken English and French
- The ideal job holder should possess:
- At least 1 year working experience in a similar job position.

Employment Type: Permanent and full-time

Contact: hmt.talents@harelmallac.com

Only successful candidates will be called upon for interview.

Harel Mallac Technologies is an Equal Opportunity Employer.

Please consult our Privacy Notice on www.harelmallac.com to know more about the way in which we use your personal data.