# Assistant Engineer - Customer Resolution Centre

# Network Operations and Service Assurance

## The Job

- Provide Higher level technical support to BB TAC team members
- Supervise the TAC team and ensure that the solutions/assistance provided for technical calls and complaints are within the expected service levels and quality – for both individual and SMB customers while achieving the TAC service levels (SLAs) and KPIs
- Ensure that the TAC team support field teams by providing information accordingly for each task
- Ensure that complaint resolutions comply with the ISO regulations and Incident Resolution and prevention (IRP) procedures so that are up to company standards
- Perform SMB customer visits to understand their problems with the provided solutions , their new requirements and feedback on complaint resolutions in incorporate the information in to future services provided to customers
- Proactively solve problems and providing feedback for management of Customer concerns and issues impacting TAC & organizational performance. Identify the root causes & action for problem resolution.  Escalate impacting issues to next level
- Keep in touch with Net Promoter Score (NPS) negative customers and change them to positive with the proper solution and the service.
- Analyze the efficiency  of  internal procedures  and  then develop and introduce process improvements ,new protocols with the goal of improving  service  provided by TAC team
- Execute the strategic initiatives assigned by the management to increase the staff performance.
- Coordinate with VIP customers & other customers to resolve repetition issues and provide best possible solution.
- Ensure all TAC  related hardware and servers are maintained/upgraded accordingly to facilitate the smooth running of the network and up to acceptable standard
- Conduct regular discussions with TAC staff to get their concerns and resolve them with the necessary involvement of the higher management.
- Perform attendance & leave management requests of subordinates to comply with HR policy
- Initiate training on areas of improvement and technical knowhow for the TAC to develop them & increase productivity.
- Troubleshooting system related issues and   coordinates with relevant parties to avoid interruptions to TAC operation.
- Communicate critical network failures to management via calls & emails and provide required status updates

## The Person

- B.sc degree in Engineering in Electronics, Telecommunications, Electrical & Electronics or Computer Science from recognized Sri Lankan University accredited by IESL
- OR B.sc degree in Engineering from foreign University accredited by relevant body of the relevant country an AMIE (SL)

If you think you possess the required attributes to carry out the scope of work detailed above, forward your CV to careers@dialog.lk within 7 days of this advertisement.

Please mention the position applied for in FULL CAPITALS in the subject header.

Like us at www.facebook.com/CareersAtDialog

www.dialog.lk **Dialog**