



On Side Technical/IP Support

- **Vacancy for:** 5
- **Posted on:** Aug. 2, 2018
- **Deadline:** Aug. 17, 2018, 6 p.m.

Position Summary

The given job position is posted on behalf of the client organization of Real Solutions Private Limited, "**A Reputed Internet Service Provider**". *The selected candidates will be hired under the contract of Real Solutions Private Limited and shall be deputed on the location assigned by the client organization.*

Job Location: Can be assigned to any area of Kathmandu Valley.

Job Position: Entry Level

Department: L1 Support

No. of Vacancy: 05

Salary and benefits: As per company policies

JOB SPECIFICATIONS

- +2 completed or Bachelor running. (Priority will be given to Bachelor completed)
- Bike with license is compulsory

JOB DESCRIPTIONS

- Technical/IP Support on the field is the primary job.
- Determines customer service requirements by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analyzing information and applications.
- Develop and implement customer service guidelines, policies and procedures.
- Identify and implement strategies to improve quality of service, productivity and profitability.
- Interdepartmental co-ordination with proactive feedbacks
- Liaising with supervisors, team leaders, operatives and third parties to gather information;
- Monitoring department activities to improve quality; minimize errors and track operative performance
- Coordinate with HRD and concern area head/ VP/AVP to identify the training needs.
- Perform jobs as assigned by the company

Applying Procedure

Apply Link : <https://merojob.com/on-side-technicalip-support/>

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