

## POSITION DETAILS

Job Title	NOC Monitor
Company	Pivotech Company Limited
Department	Network Operating Center(NOC)
Category	Operational
Vacancies	1
Salary	Competitive package (negotiable)
Posted on	02/09/2022
Last date	05/09/2022

## ABOUT US

PIVOTECH is an engineering services company, specializing in O&M services in Electrical, Mechanical, and ICT-related disciplines. PIVOTECH also executes Civil Works and Building contracts both for Governments & non-government institutions. The company has been in existence since 2007 and currently employs 264 permanent staff. The company is ISO compliant in ISO 9001:2015, ISO 14001:2015 and OHSAS 45001:2018 standards.

## CORE JOB DESCRIPTION

NOC Monitor is responsible for site monitoring of Telecommunication towers that PIVOTECH manages. S/He will thus ensure effective incident management of each corrective maintenance incident is carried out as per PIVOTECH established QMS procedures, OHS procedures, EMS procedures and without breach of service level agreement stipulated on client contract.

## KEY TASKS

- Raise trouble ticket for all critical alarms
- Ensure that all corrective incidents are reported and closed within the defined SLA's, NOC internal procedure and Mean Time to Repair Targets
- Prepare Reports & Handover at the end of each shift
- Perform all duties/tasks in accordance to SHEQ
- Attend performance evaluation

## EDUCATION

- A minimum of diploma in Information technology or related field.

## EXPERIENCE

At least two (2) years of related experience.

## SKILLS & ABILITIES

- Good analytical and problem-solving skills
- Conversant with Microsoft office
- Proactive, Innovative and attention to details
- Self-reliance in management of assigned tasks
- Ability to learn quickly
- Ability to work under pressure
- Positive attitude

### How to Apply:

1. Subject of your e mail must read "*Application for NOC Monitor*";
2. Attach your CV and copies of your certificates to [recruitment@pivottechgroup.co.tz](mailto:recruitment@pivottechgroup.co.tz)

### Deadline:

Monday, 05<sup>th</sup> September, 2022 at 11:59pm. All applications received after the deadline will not be considered. If you do not hear from us after 14 days since you sent your application means your application was not successful.